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1973-1974

Published by the Commissioner of Official Languages
Ottawa, Ontario



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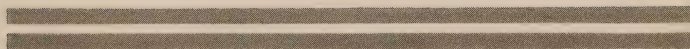
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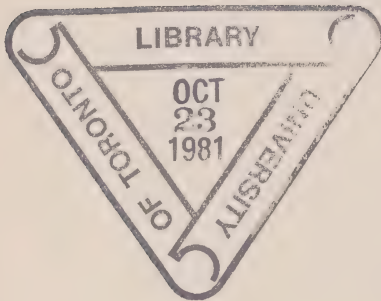


Commissioner of Official Languages

Fourth
Annual
Report

1973 • 1974





COMMISSIONER OF OFFICIAL LANGUAGES

Ottawa K1A 0T8

Tel.: (613) 996-6368

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Information Canada
Ottawa, 1975


Cat. No. SF1-1974

The Speaker,
Senate,
Ottawa

Madam Speaker,

Pursuant to Section 34(1) of the Official Languages Act, I hereby submit to Parliament through your good offices the fourth annual statement relating to the discharge of my duties under this Act, covering the period from April 1st, 1973, to December 31, 1974.

Yours respectfully,

A handwritten signature in black ink that reads "Keith Spicer." The signature is written in a cursive, flowing style.

Commissioner of Official Languages

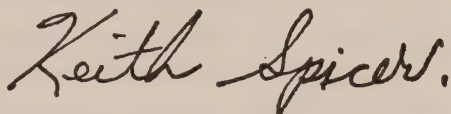
March 1975

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House of Commons,
Ottawa

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Yours respectfully,

A handwritten signature in dark ink, reading "Keith Spicers." The signature is written in a cursive style with a large, stylized "K" and "S".

Commissioner of Official Languages

March 1975

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Preface

Nothing in the Official Languages Act, as far as I can see, obliges parliamentarians to plough through another Annual Report as long as last year's. That 3 lb. 12 oz. (1.701 kilos?) bilingual brick was scarcely the slim volume of poetry statesmen needed for contemplative promenades in the Gatineau Hills — even though, say some, it proved impressive as a door-jam, paper-weight and bookend-cum-curio.

This year, my colleagues and I have tried to write a report both shorter and handier. We hope thus to lend a bit of help to busy ministers and administrators in their efforts to follow up Parliament's urgings under the Act with more active personal leadership, serious directives and closer monitoring. We also aimed to assist critics facing the Treasury Benches, or waiting patiently behind them, to shape their probings from reasonably reliable materials.

Year by year, it is true, and in spite of well-known alarums and excursions, one can sense an intangible but undeniable improvement in the countrywide climate of language debate. This less prejudice-polluted environment, along with a gradual relaxation of earlier tensions within the public service, should encourage all who wish a sane and civilized Canada.

Yet a certain gloom about the slow pace of concrete progress still seems necessary. Services in French continue to be denied citizens in many parts of our country, particularly on State travel networks and in post offices. It also remains extremely difficult to exercise the right to work in French in federal institutions, even in parts of Quebec. Indeed, federal job openings for French-speaking Canadians risk leaving the expression "equal opportunity" in the realm of rhetorical piety: in 1974, apart from bilingual and optional-language jobs, a mere 11.8 per cent of the 124,799 positions filled under the Public Service Employment Act called for French only, while 62.9 per cent required English only.

In a nutshell, this report adds scant credence to those who still see the Act as an assault on the divine right of the English language to dominate, yesterday, today and tomorrow, all things bright and federal. It adds, alas, some comfort to others who question the seriousness of the Government in promoting a reasonably rapid and basic, as well as humane, reform of this historical inequity.

A small avowal of uncharacteristic zeal: this year's report, though designated "annual", covers 21 months, from April 1st, 1973, to December 31st, 1974. Such stretching of paper-time may well offend some constitutional purists who live, make love and die within fiscal years. But it seemed worthwhile to make this report a "catching up" one, and to base future reports on calendar, rather than fiscal years, so that from now on, my colleagues and I might deliver our bilingual bile and bouquets to Parliament no later, if possible, than three months after the period reported on.

As a result, we hope that the sometimes reassuring reproaches of betrayal or messianism we occasionally enjoy may now include the accusation of being a little more up to date.

K.S.

Chapter I

SOME SLIGHTLY PREJUDICED VIEWS ON JUST ABOUT EVERYTHING

In the nasty, brutish and short tradition of these reports, one chapter tries to offer a leisurely walk around the bilingual waterfront. For people too busy (or not foolhardy enough) to leap into the shark-infested depths of department-by-department assessments in Chapter II, this stroll along half a dozen pathways of common curiosity may lead to a few questions worth recalling, or reasking, in months ahead.

In spite of efforts to be thorough, none of this report, a glance will confirm, claims unfailing “scientific” accuracy. But this first chapter holds even less than the rest such lofty pretensions. What follows now is no more than cautious impressions—based on the best facts that cajolery and bureaucratic piracy could readily provide, but impressions still. Forewarned, one trusts, is forearmed with a tolerant skepticism.

A. Bureaucracy Bedamned, Said the Treasury Board and the Public Service Commission (a Little Incest in the Upper Classes)

In previous years, sketches of Ottawa’s bureaucratic jungle of bilingualism had to depict the roles of half a dozen departments muddling more or less congenially through a morass of fuzzy jurisdictions. This year, the amateur Gauguin can get away, perhaps, with a few brush strokes delineating the prowesses of two tenderly interlocking central management and staffing agencies, the Treasury Board and the Public Service Commission. The family of linguocrats may not really be smaller, but now we may find it a little easier to fabricate scapegoats.

1. The Treasury Board: Would You Believe This Is the Pepsi Generation?

With its famed gift for effervescent acronyms, the Treasury Board has again favoured aficionados with some trendy code-words: following passage of Quebec's Official Language Act (more affectionately known as Bill 22), the Board coined the terms QOLA for the Quebec law's abbreviation and COLA for Canada's Official Languages Act. While mandarin lovers of gin tonics and Campari sodas may resent these subtle inroads of tamer drinks, they should not conclude that the Board plots to slosh water into bilingualism's wine. Indeed, for the first time, one can praise the Board for inventing a management tool to make the Official Languages Act a reality, as well as a slightly stale myth, within the public service.

Before hazarding a short comment on the Board's accomplishments and future tasks, it may be worthwhile recalling the mandate of the Board's Official Languages Branch, the preliminary steps it has taken to implement Parliament's language Resolution of June 1973, and some new measures it promises for handling the visual aspects and monitoring of linguistic reform.

The Board's mandate remains the same as in 1973 when it gave management responsibility for the Official Languages Act to a full-fledged branch in its Secretariat. With a staff of about 75 reporting to a Deputy Secretary, the Branch is "to develop and communicate the federal government's policies and programs for the application of the Official Languages Act within the Public Service and to monitor their implementation and evaluate their effectiveness". In sum, the Board masterminds, for the Government, the whole process of making the Official Languages Act work.

Known to itself, and a few others, as the "go-go group", the government's top team of linguocrats has taken hold of its job in the past year with enthusiasm and tenacity. Perhaps its most useful contribution to date, apart from rising Phoenix-like from the cinders of earlier, less high-powered administrations, has been its effort to give effect to the June 1973 parliamentary resolution.

At the core of all the Board's management mechanisms is a newly completed computerized profile of the entire public service population, an instrument known as OLIS (Official Languages Information System). This constantly-revised census of some 288,000 jobs is supposed to offer language administrators, for the first time, a fact-filled read-out on the language requirements of every position in the public service. With this quality of data, the Board, departments and the Public Service Commission should be able to look forward to planning, programming, budgeting and reviewing of unprecedented precision. For example, OLIS

can show i) how many bilingual positions are needed, and where, to fulfil the Act's requirements, as interpreted by the Government, for language of service and work; ii) which mix of unilingual or bilingual positions, or of "hermaphrodite" positions (requiring either English or French indifferently) a given department needs in a particular office; iii) who needs language training, and on what priority; iv) who should take a language test; v) when and where the Act requires certain administrative measures or work instruments to achieve its goals; and vi) how many "double-banking" positions are needed to replace people on language training, and exactly where they must be provided to guarantee proper service to the public. In these and other ways, OLIS gives the Board a means not only to promote reform, but to measure it with care.

Another valuable contribution, by way of clarifying public discussion, is the OLIS-based statement to the House of Commons on November 21, 1974, by the President of the Treasury Board. Accompanied by preliminary tables on the breakdown of unilingual, bilingual and "hermaphrodite" positions, this statement allows Parliament, the press and public to assess independently several career-related issues which far too often have been left in the unprofitable realm of rumour-mongering. A follow-up pamphlet to federal employees, seductively entitled *Official Languages and You*, is likewise helping, in spite of a few obscurities, to lift a little anguish-laden fog.

A third area where the Board is moving from scarcely benign neglect concerns French as a language of work. For the past couple of years, these reports to Parliament have been sniping at the Government for ignoring this vital dimension of the Act which complements, and in many ways underpins, the Government's ability to serve the public in both official languages. A later part of this chapter looks with ever so barely posturing pessimism at this long-delayed policy which, one hears, may finally move from excruciating gestation to the last pages of the newspapers even before this report.

Another encouraging change in the Government's wicked ways of yesteryear affects its dealings with staff unions. Five, four or even three years ago, the Government tended to compound its predictable problems in getting public servants behind its policies by forgetting that to serve the public you need public servants. Cooking up, Macbeth-like, and usually in a defensive flap, a witches' brew of ill-defined but hot concoctions called clarifications or explanations, the Government would pour these without warning down the already tender gullets of its employees and end up with at least double, double the toil and trouble. In the past two years, the Treasury Board has developed a discreet and steady relationship with unions by institutionalizing consultative reform. The permanent channel for this is the Official Languages Committee of

the National Joint Council, a rather civilized sanhedrin of management and major unions which tries to inject a little pre-emptive decency into the class struggle. The committee has repeatedly been able to bring union advice to bear usefully on draft policies and thereby ensure ready support from union leaders when final policies emerge. One partly understandable weakness persists: the committee seems to be essentially preoccupied with the "hardships" and "concerns" of English-speaking public servants—still, it is true, about three-quarters of all such employees. Now that this very squeaky wheel has received generous doses of oil in the June 1973 Parliamentary resolution and subsequent directives, one hopes the no less important, but much less publicized, difficulties of French-speaking employees will get a higher priority.

Previous reports to Parliament have not been kind to the Government for its information programs. This year, as a later section here will explain, there seems no reason to pass from panning to panegyrics. However, it is only fair to note that the Board's actions, if not the persistently ponderous tone of its information programs, have done a good deal to strengthen acceptance of the Official Languages Act in the higher and middle echelons of the bureaucracy. On one hand, the long and immensely complex process of helping departments to identify the linguistic requirements of every job in the public service proved to many managers across the country that the Board's actions, this time, were not just the distant and pointless agitations of an ivory-tower clique in Ottawa. Daily co-operation between the Board and departments throughout this year-long task, combined with the Board's willingness to guide and advise departments in a tough but realistic way, has convinced senior officials at least that the Act can work and is here to stay. On the other hand, the Board's Information Division has taken on the work of training hundreds of officers in all departments in the voluptuous intricacies of OLIS and Treasury Board guidelines. In consciousness-raising sessions barely rivalled by the more zealous of Women's Libbers, the Board is briefing language administrators with films, slide presentations, kits and pamphlets of a sophistication to impress the initiate and intimidate the profane.

Beyond these early steps to carry out Parliament's resolution, the Board is gearing up, and perhaps it was time, for two other longer-term activities: bilingualizing "visual aspects" of the Act's implementation, and monitoring its general progress.

Bilingual signs, forms, plaques and panels fall in one sense into the area of tokenism. But when they remain unilingual more than five years after the Official Languages Act was passed, their conversion can resemble a dangerous contradiction of other, more substantial, reforms. If these physical, and often simple, elements of linguistic change cannot be handled readily, one wonders indeed how ever the

Government can cope with the infinitely more sensitive and complex problems of personnel management. Thus, at the risk of being accused of superficiality, the Treasury Board has at last begun to meditate upon a policy for bilingualizing visual aspects of federal services. To implement this policy, it plans to start with the National Capital Region, then Quebec, then its own "bilingual areas" (not to be confused with eventual "bilingual districts" which the Cabinet may or may not proclaim), then extend its efforts to the rest of the country as required. In matters of the Act, seeing may well be literally believing. Thus one hopes the Board will shape and pursue a policy which will convincingly show the federal flag of bilingualism without excessive resort to traditional excuses of translation overload, absence of uniform terminology, and interdepartmental boondoggles which, too often before, have blurred the citizen's icon-like image of Ottawa's bilingual reform.

A potentially deeper benefit should result from the Board's new opportunities for monitoring change. Now that OLIS has offered linguocrats a precise tool for measuring each department's linguistic performance, the Board should be expected to intervene, guide and direct with much greater authority than in the past. Perhaps the Board can now even find time to apply its considerable budgetary and managerial muscle to departments to get them to follow up more diligently on the two thousand-odd recommendations already made to them by the Commissioner. The latter, in his follow-up work, can appeal only to the tender terror of public opinion as a sanction; he would be happy, and thinks the taxpayers might be too, if the Board put to more frequent use the fifty-odd special studies his colleagues and he have made for Parliament as instruments for specific and systematic improvements. For the moment, he has the impression that these admittedly prosaic tomes fill several linear feet of shelf space at the Board without anyone bothering to use them as leverage to make departments move on obvious reforms.

Perhaps these murmurings of disappointment mirror only the classic symptoms of unrequited love. Yet pride and even constitutional niceties aside, and bearing in mind that this office's work is more than conceivably fallible, one can argue that the Board could help the common cause of Parliament's reform, and trim perhaps a little the general cost of bilingualism, by prodding mandarins for action on these "preventive medicine" blueprints. The Commissioner must of course continue his friendly harassment of departments on his own recommendations, and report on results to Parliament. But the Board, in its Olympian cajoleries for the executive, might ask from time to time whether it always has to reinvent the wheel.

In short, the Board has done much but still has much to do. Its early and near-obsessive role seemed until bare months ago to be the consolation and accommodation of long-term English-speaking public servants. That was fine and, in diplomatic terms, perhaps a little overdue. But what is far more delayed is the building of a structure and milieu in which the careers of French-speaking Canadians can flourish with a naturalness broadly equal to that enjoyed by English-speakers. Later paragraphs will talk of this. Yet more generally, for these short- and long-term goals, the Board, like President Ford, must (and no doubt will) master the miracle of walking and chewing gum at the same time.

2. *The Public Service Commission: Merit Is Never Having to Say You're Bilingual*

For more than a decade, the Public Service Commission, as Parliament's watchdog against patronage and nepotism in government hiring, has faced the spine-tingling task of meshing the "merit principle" with the need to respect Canada's two main languages. In reconciling professional and linguistic fair play, the Commission, and notably its Chairman, has shown an intrepid willingness to innovate and singular courage under fire. But only in the first months of 1974 did the Public Service Commission get around to putting its administrative house in order the better to put our two languages on an equal footing.

Parliament, in its resolution on official languages of June 1973, plainly implied that the Treasury Board and Public Service Commission should work in a more intimate tandem than some constitutional purists might like—the agencies' respective duties to the executive and the legislative theoretically preventing a too-cosy ménage à deux. But with this incitement to administrative incest, the Public Service Commission needed to ensure an orderly, indeed balanced, relationship by consolidating most of its linguistic responsibilities in a central office. This it did last year by creating the Office of the Co-ordinator of Official Languages.

Chapter II of this report will reveal a perhaps unhealthy curiosity about the detail of the Public Service Commission's impact on creating a realistically bilingual public service. Here we shall simply spell out the Co-ordinator's role and challenges in general terms.

The Co-ordinator acts as the Public Service Commission's full-time worrier over things linguistic, and has moved with tactful effectiveness to harness several previously dispersed responsibilities. On a day-to-day basis, he must advise the PSC Chairman and the latter's two fellow

Commissioners on incipient triumphs or disasters somehow related to language. In advising the PSC triumvirate on official languages policy, the Co-ordinator must debug and develop supporting measures with the Treasury Board Secretariat. Within the Commission itself, he must try to keep on the same wavelength a number of independently managed activities (including recruitment and training), and promote smooth co-operation, or at least reduce foul-ups, with other federal departments, staff unions and provincial governments. As for language training, he must ensure that the PSC defines properly the level of the second-language skill required for some 288,000 jobs, that it offers and corrects sound language-knowledge tests, and, with suitable appeals procedures, passes along results to employees within a reasonable time. On a long-term basis, he must monitor and evaluate the progress of bilingualism within the PSC's mandate for equitable hiring and promotion. Finally, he is to inform, or not too alarmingly misinform, the public and public servants on just how just the Commission's policies may be proven by an indulgent history.

In sum, the Co-ordinator brings together most of the language-related activities which the PSC before left scattered to the winds of modest change. The only important operations escaping this overdue exercise of bureaucratic imperialism are staffing and training, which represent a fiefdom only still stronger barons could crack. At the beginning of 1975, the Co-ordinator commanded about one hundred front-line troops, split with impressive logic into three divisions.

As of now, and in spite of all his Kissinger-like coups for the PSC's internal peace, the Co-ordinator must meet two main problems. One is to maintain with the Treasury Board a constructive complicity which, while keeping the Commission's constitutional sanctity intact, will allow it to work sensibly, in the citizen's and taxpayer's interest, in harmony with the Board. The other is to work more closely, if and as really needed, with older language empires within the Public Service Commission, such as the Staff Development Branch: a sane diplomacy must recall that not every Rome is worth a Rubicon. The Co-ordinator will still no doubt have to pursue some guerilla actions to fashion, and extend the use of, more accurate language tests. But his main challenge, judging from his hard work with the Treasury Board in offering the Cabinet a policy for language of work, will remain giving leadership and coherence to the language activities of the Public Service Commission itself.

No one can accuse the PSC of lacking guts or brains on language. But even Rommel had a chief of staff. And now, with the Commission geared up in loose but friendly tandem with the Treasury Board, partisans of thoughtful, fair reform should perhaps expect a blitzkrieg in which both linguistic sides will win.

B. Language Training: Let's Fret Less About Cocktail Bilingualism and More About Coffee-Break French

In recent months, residents of Ottawa have heard titillating tales of an élitist fringe benefit known as "cocktail bilingualism." This charming caper, cited not without sympathy in our *Second Annual Report* in January 1973, offers free language courses to wives of senior civil servants who, in the course of duty, may be called upon to handicap potential 5 to 7 p.m. flirtations on the politico-diplomatic circuit by bringing along their better, and preferably bilingual, halves. But language learning in the capital deserves a nobler fate than a catchy slogan about such marginal, and rather easy to mock, "refinements".

The language courses our government provides for civil servants are an important part of Canada's linguistic reform. It took courage to start them in 1964, and imagination to develop the novel and varied teaching techniques which today enable serious students to learn French or English as living Canadian languages. The question we might now ask concerns the on-the-job use made of second-language skills civil servants are acquiring at public expense.

For the past two or three years, many observers of the federal language scene have wondered whether Canada's taxpayers, through the language training, are really getting enough bilingualism for a buck. Estimates of costs for producing a certified bilingual civil servant range widely. Whatever choice one makes in the smorgasbord of statistics, one presumably hopes that beneficiaries of language training will in fact use their second language a reasonable part of the time they are working for the people who paid the piper. The tune taxpayers are supposed to be calling, after all, is known as functional bilingualism. Learning French, say, as a second tongue, then trotting it out at work only to play the good sport at coffee breaks would hardly meet this sensible goal.

1. Excusez-moi: I Think I Left My French Back at Language School

In the face of widespread doubts which risk turning soon to cynicism, it seems useful to take a look at the pay-off we are getting from government language-school graduates, in terms of concrete progress to the equal status of our two official languages as languages of service and work, as aimed for by the Official Languages Act. In early 1975, this Office has underway a full-scale survey, based on a detailed questionnaire, which will lead in next year's annual report to a comprehensive picture of language use patterns among all graduates who choose to co-operate. Meanwhile, by matching computer tapes from the Public Service Commission (in charge of providing language training) and the Treasury Board (responsible for managing the government's official

languages policy within the public service) we can get a preliminary picture, subject to caution and important recent changes, of the on-the-job use that graduates of the language courses are making of the language studied. Data are available for 4,134 of the 6,651 federal employees who "successfully" graduated from the government language schools between 1968 and August 1974. These 4,134 graduates, variously defined, comprise 2,483 graduates of the French course and 1,651 graduates of the English course.

Even with the reservations the PSC cites in a footnote below, the figures churned out, and simplified for clarity, confirm many of the concerns of both linguocrats and linguophiles.¹ If we take into account all graduates—irrespective of the linguistic requirements of their positions—we find that at the time most of the computer forms were filled out, some 18 months ago, roughly 40 per cent of the graduates of the French course never used French when working. About 51 per cent of them used French occasionally. Approximately 9 per cent of them used French extensively.² A pessimist might deplore that roughly 40 per cent of all graduates in French never used that second tongue; an optimist might draw hope from noting that just under two-thirds of these graduates used French at least part of the time.

Among graduates of the English course one finds a substantial change from these figures. This reflects the massive and continuing inequality of French and English as "used" languages of work within the Federal Public Service. Roughly 10 per cent of all the graduates of the English course never used English when working. About 25 per cent of them used English occasionally. Approximately 64 per cent of them used English extensively.

If we concentrate on graduates in identified bilingual positions (in our sample, 77.6 per cent of the graduates of the French course and 66.1 per cent of the graduates of the English course), we find that roughly 37 per cent of the graduates of the French course never used

¹ The data in this section (for a full breakdown, see Table V in the Appendix) were checked for accuracy and fairness of interpretation with the PSC. The Commission prefers of course not to take responsibility for any of the judgements in this text, but wishes to put on record the following reservations:

- "1) The data used for this study are based on a questionnaire administered by the Treasury Board Secretariat and filled out by public servants during the summer of 1973. The Public Service's linguistic regime has since been substantially modified.
- 2) All positions in the Public Service were given a precise linguistic status in the fall of 1973; this has affected the use of the second language.
- 3) At the end of 1973, the Treasury Board Secretariat established an order of priority concerning individuals' access to language training. For example, priority is given to the successful candidates of bilingual competitions and the incumbents of positions identified as bilingual."

² In this context and for purposes of this chapter, *occasionally* means that graduates used their first language mostly; *extensively* means they used their second language as often as, or more often than, their first language, or sometimes even all the time.

French when working, 10 per cent used it extensively, and 53 per cent used French occasionally. Among graduates of the English course, one finds a marked change in these figures: roughly 5 per cent never used English when working, 73 per cent used it extensively and 22 per cent used English occasionally.

Since the senior executive category (SX) is at the apex of the six occupational categories within the Public Service, it is of particular interest to look at the linguistic profile of language-training graduates in this group. The proportion of graduates of the French course who are members of the SX category is roughly seventy times larger than the proportion of graduates of the English course in this category. No doubt many French-speaking SX's were forced by tradition to be bilingual before they reached this exalted rank. But this ratio of 70 to 1, apart from casting grave suspicions on the accuracy of fears of a "French takeover" in Ottawa, leads one to ask exactly how "bilingual" the SX universe can be in terms of granting each language anything even vaguely resembling equal status, much less use—especially since only about 11 per cent of the graduates of the French course who were SX's used French extensively when working and about 27 per cent never used it. English-speaking mandarins may sign, and send to each other, a few more letters in French drafted by French-speaking subordinates. Cosy and colourful as this political dadaism may seem, it does little to ensure that French becomes a believable language of the upper administration previously, and not even scurrilously, known as the English Establishment.

Yet hand-wringing over these preliminary figures may well, one hopes, prove premature, or better still, outdated. Serious changes seem to be occurring (at least in attitudes) in the organization and implementation of second-language training policy since the above figures were obtained. A well-intentioned linguistic agnostic might be allowed to pray that next year's full-scale, more up-to-date statistics will bless defenders of the bureaucratic faith, and show signs of the substantial progress they predict, over the next two or three years, in use of French as an acquired language.

In sum, neither organizers nor implementers of language training should feel mortally wounded at the temporary conclusions above. The linguocrats of yesteryear took up an immense and unpredictably complex challenge. The teaching aspects of their response, their remarkable pedagogical inventions, deserve only admiration. Indeed, on matters pedagogical, the Public Service Commission and the Treasury Board have shown the candour to convince the Cabinet to name an independent committee of experts to review their whole system of ingesting, and digesting, the unwillingly tongue-tied.

2. *Duty Calls: Shall We Slip Over to Hull for a Skin-flick?*

While awaiting fresher, more detailed data to either confirm or disprove the above first conclusions, perhaps we could suggest a few plausible measures to help remedy the apparent under-use of French by graduates of the French course. Being well aware that these remedies cannot bring about major changes without French assuming greater importance as a language of work than in the past, we offer them in the hope that they will at least partly improve a worrisome situation.

First, one could urge much more stringently job-related training. A top-priority way of bringing general language training closer to each employee's vocational needs would be to round off the stay at government language school with a work period in a unit where the work is similar or close to the learner's usual job but where the only or predominant language is the student's second language. Basic grammar and fluency would thus be protected, and the student would soak up an invaluable amount of technical vocabulary from his own occupation. On the way, he might even come to understand better the mentality and methods of his other-language colleagues.

Part of this job-related approach of now too-general training would include preparation by the Translation Bureau of specialized vocabularies for each department or occupation. This idea, trundled out as long ago as our *First Annual Report* in November 1971, would enable language-school graduates immediately to apply their fancy far-out subjunctives to the practicalities of doing the job their department, and supporting taxpayers, expect them to do. It could also, in unison with the preceding proposal of end-of-study cross-cultural visits, give graduates the immensely motivating satisfaction of discovering that the second language learned at school was—*o mirabile dictu!*—actually useful on the job.

A second thought, probably in the category of post-operative prayers, would invite Deputy Ministers, Bilingualism Advisers, Language Requirements Co-ordinators and other front-line combatants for a more civilized linguistic universe to exhort, cajole or somehow insidiously convince all graduates of language training to use their new skills at every possible occasion on the job. For the moment, graduates seem bereft of administrative leadership on this score, no matter how well they scored back at the government's little red schoolhouses. Linguocrats of every ilk and rank really ought to consider part of their job as creating a positive climate and motivation for language grads, attacking the Brownie point syndrome of learn-and-forget diploma-grubbing—in sum, leading certified bilinguals to respect both their dearly-earned knowledge and the taxpayers' right to expect some lasting reform from their fiscal fidelity. Memos or directives to this effect

might well only add to paper pollution in certain corridors of bureaucratic power; on the other hand, some fleeting sign of interest, if not bloody-minded expectation, by those officers who send forth the public service troops to do bilingual battle might conceivably inspire many graduates to believe that silence, in an expensively learned second language, is not at all golden.

In counterpoint to this, one might petition, not without some sense of the absurd, the Francophones of Ottawa to try to speak . . . a little more French. Our *Second Annual Report* recalled that the role of French-speaking Canadians imprudent enough to venture to their “national capital” must surely mean more than serving as language monitors to English-speaking civil servants. But among many French-speakers, in particular those from outside Quebec, there seems a sorry tendency to cave in too automatically to English-speaking “minorities” in meetings where everybody (say, 14 out of 15) speaks French except one. If French is ever to strike the grads of government schools as a real as well as academic language, many more Francophones will have to plug one ear to Anglophones’ massacred phonetics and plunge on with them in slow, if painful, dialogue in the “second language.” A few years ago, Ottawa’s military men wore their uniforms one day a week for both morale and belly-moulding elegance. Maybe once a week, without loss of dignity, and with more than reasonable charity, Francophones in government could stand a little more firmly on their rights not only to speak, but to suffer from (in the mouths of Anglophones), the official language of their choice.

But in the end, hectoring of this kind can never replace a little old-fashioned personal initiative by individual graduates. Bearing in mind that public servants are getting language training, as they should, at government expense and on government time, it is perhaps fair to ask them to illustrate better the moral responsibility they owe to the taxpayers.

In the National Capital Region, where three-quarters of the graduates in our sample work, one can scarcely weep for newly-minted bilinguals who bemoan the “lack of opportunities” to practise, let us say, French. Roughly 37 per cent of the region’s population is of French mother tongue, and the area is blessed with a rich selection of television, radio, theatre and splendidly racy French movies—not to mention soothingly bicultural body-rub parlors—which should enable English-speaking graduates of French courses to reinvest a few minutes each day in protecting the public’s investment in them.

Such curious cosmetics as second-language monitors, who drop in to chat idly in French or English with mandarins worried about “retention” of a second language, have little to do with on-the-job use of the second language and should have no place in a sensible linguistic

reform. Many graduates, it is true, are trying hard to give the public full value for its investment. One cannot justly portray all language grads as linguistic layabouts, or even a majority of them. But one can observe without meanness that a bilingual who loses his second tongue in the Ottawa-Hull area requires an almost perverse penchant for audio-visual amnesia.

C. French as a Language of Work . . . and Other Unidentified Flying Objects

The last annual report in this series of sagas announced, with perhaps a tiny bit of optimism, that “unless we want to risk undermining the Act’s credibility, 1974 must be the year in which our efforts are concentrated on the question of French as a language of work”. This exhortation rested on a number of hypotheses based mainly on Parliament’s resolution of June 1973 and on the few statistics that were then available. Alarmed by the Government’s endemic inaction in shaping a policy of language of work, last year’s report outlined for linguocrats in the federal bureaucracy a modest five-point administrative “strategy” designed to promote the use of French in internal communications and announced that this Office, in the special studies it was or would be conducting, planned to devote more attention to this fundamental aspect of the Act.

Thanks to the statistics we now have on the identification of language requirements for federal positions, we can now examine the hypotheses formulated in the *Third Annual Report*. Also, in light of these figures and of the statements—or silences—of the government, and with data obtained during the past year by our Office while conducting special studies and settling complaints, we can make an initial, though necessarily partial, assessment of the situation in terms of the “mini-strategy”. Finally, this section will conclude with some laconic, but one hopes useful, remarks on the recruitment of Francophones.

1. The Treasury Board as Yogi: It Knows All the Positions

The identification of language requirements for positions—an exercise initiated by the Treasury Board President’s statement of December 14, 1972, and confirmed by Parliament’s resolution of June 6, 1973—corrected a deficiency pointed out many times by this Office, particularly in its special studies. It was discouraging, to say the least, in these

studies, to see federal departments—though often having the best of intentions—remain paralyzed because they simply did not know either the language requirements of positions or the linguistic profile of their own staff. The identification process was a healthy move on the part of the government, and those who managed to draw up this gigantic inventory deserve some sort of bureaucratic Victoria Cross. Without mocking such shiny medals, however, we must view this activity in as clear a light as possible. In addition to some of the hidden dangers warned of last year, we should point out, first, that a considerable number of federal institutions, some of them—like Air Canada and Canadian National—extremely important ones, have not been touched by this linguistic inventory, and second, that these statistical acrobatics are not an end in themselves, but rather a planning tool—there to be used—with which full equality of the two official languages can be achieved.

In our *Third Annual Report*, without laying any claim to infallibility, we pointed out certain “deviations” likely to result from establishing the language requirements of positions.

Specifically, there was the question of whether the somewhat too restrictive criteria in the Treasury Board guidelines for identifying unilingual French positions were not going to limit seriously the number of these positions and thereby inhibit an increase of the use of French at all levels of the federal public service.

The figures provided by the Treasury Board Secretariat do little to dispel this fear. In Tables I and II (see appendix for tables for this section), which give the overall results of the identification of language requirements, we can see how unilingual French positions stack up in relation to unilingual English positions and then in relation to bilingual and “hermaphrodite” positions (those for which the incumbent can be either Francophone or Anglophone).

Of the 210,124 unilingual positions (72.8% of all the positions in the public service), 173,554 (82.6%) require only the knowledge of English and 36,570 (17.4%) require only French, which means that there are nearly 4.8 times as many unilingual English positions as there are unilingual French. This discrepancy is even more pronounced in the National Capital Region, where of the 26,431 unilingual positions (31.8% of all the positions in the Region) 22,233 (84.1%) require English and 4,198 (15.9%) require French. The ratio is therefore more than 5 to 1 in favour of unilingual English positions. Table II also shows that three quarters of the “French essential” positions are in the Administrative Support and Operational categories, whereas only two thirds of the “English essential” positions are in these categories.

In the province of Quebec, where 67.8% of the positions require only a knowledge of French, the statistics show a glimmer of hope. We

must not, however, lose sight of the fact that nearly 80% of these positions are, again, in the Administrative Support and Operational categories.

Looking at the whole of the public service, moreover, we see that the figure of 36,570 unilingual French positions appears rather modest when compared with the 54,915 bilingual and 23,632 "hermaphrodite" or "optional" positions. It rather looks as though there has been an "identification overkill" in these last two groups. Some departments have gone to the strange extreme of establishing more "hermaphrodite" positions than positions requiring only a knowledge of French. Is this an elegant disguise designed to swell the number of positions theoretically open to Francophones? We are not inclined to question departments' motives here, but the data available will no doubt prompt us to check this hypothesis more carefully in our special studies. Table III shows, among other things, that Anglophones form an overwhelming majority of the unilingual incumbents of these "hermaphrodite" positions, especially in the categories containing the most senior levels. Other data indicate that even in the Montreal region there are more unilingual Anglophones than there are unilingual Francophones holding "hermaphrodite" positions.

If the "hermaphrodite" positions seem, at least in the higher categories of the public service, to be monopolized by Anglophones, then what about the bilingual positions that French-speaking Canadians were able to land without too much competition from their Anglophone countrymen before the appearance of the new Treasury Board guidelines? Our *Third Annual Report* warned of the possibility that bilingual positions might become less and less the preserve of Francophones, which would make a greater number of unilingual French positions more necessary than ever. On the whole, statistics produced by the Treasury Board Secretariat in January 1975 show that of the 40,874 incumbents of positions requiring a knowledge of both languages, 18,425 (45.1%)—4,454 of whom were unilingual—had French as their first official language, and 22,449 (54.9%)—16,768 of whom were unilingual—had English as their first language. Perhaps even more significant are the statistics on appointments (see Table IV) provided by the Public Service Commission. The overall proportion of incumbents whose preferred language of work was English and who were appointed to bilingual positions rose from 18.3 per cent in 1971 to 44.9 per cent in 1974.

Were this trend to continue, it is likely that in future there will be more Anglophones appointed to bilingual positions, which would be only fair—as long as Francophones, for their part, have means of access to the public service comparable to those offered to their English-speaking countrymen.

2. *A Question of Method—We Got Rhythm, but Maybe There's a Pill for Bilingualism*

Last year, when we outlined a comprehensive plan of action that would firmly entrench French as a language of work in the federal public service, we optimistically wrote: "the government has been talking about announcing such a plan for a few months now; the Commissioner, writing in mid-February 1974, would not be wounded in the least if the government were to make the following remarks superfluous by disclosing its plan before this report is tabled". Since the suggestions that followed that remark last year have not yet been made superfluous (unless, of course, the Commissioner, writing in mid-February 1975 . . .), we propose, at the risk of being accused of warming up leftovers, to repeat the essence of the five objectives we submitted then for the government's attention:

- (1) Make French the normal working language of the federal administration in its Quebec regional operations (a kind of single large French-language unit) while still respecting the requirements of the Act in the matter of language of service and creating some English-language units to allow members of the linguistic minority to work in English.
- (2) Make French the usual language for communications between regional offices located in Quebec and their respective head offices.
- (3) Strengthen the French language in the National Capital Region, particularly by increasing the proportion of unilingual French positions markedly and by regrouping them into French-language units.
- (4) Prepare administrative directives designed to settle not only questions arising from the static aspects of the language of work (manuals, instruction books, general internal communications, libraries, personnel services and so on), but also those connected with its more active aspects (language used at meetings, creative work, individual internal communications and so on).
- (5) Lastly, provide federal employees with professional training and development that is equal in quality and accessibility for both language groups.

There is plainly nothing revolutionary or even original about these measures. One senses, nevertheless, that in view of the new rules of the game laid down by Parliament's June 1973 resolution and the Treasury

Board guidelines, they constitute a likely prerequisite for establishing the equal status of the two official languages within the federal public service.

At the time of this writing, only the *Report on the Implementation of the Official Languages Resolution Adopted by Parliament in June 1973*, tabled in the House of Commons by the President of the Treasury Board on November 21, 1974, throws light—albeit a cautiously filtered light—on the government's intentions in the matter of language of work.

First of all, this report confirms the positive judgment made last year on the French-language units (FLUs) that were set up on an experimental basis in 1971. (Other Treasury Board data show that in general the use of French in the FLUs enjoyed an increase between 1971 and 1974.) The report went on to say that the government was preparing “a program to increase, particularly within the National Capital Region and in parts of Canada where French is commonly used, the number of units working in French at all organizational levels of departments, and especially at the senior levels”.

We will have to wait until we see the actual content of this programme before we know how far the government intends to go in this direction. Of course, a wilfully naïve mind might wonder how the government can expect, without the gift of multiplying bread and fishes, to increase the number of such units in the National Capital Region when there are only some 4,000 unilingual French positions, nearly 3,000 of which are already in FLUs. Of course there is always the ingenious solution that has been adopted by certain federal institutions, such as the Justice Department, National Revenue (Customs and Excise) and even the Secretary of State Department, which consists of generously interlarding these units with bilingual positions. It is even possible, it seems, to find FLUs that are made up solely of bilingual positions. What could be more delightful than the prospect of FLUs made up entirely of Anglophones, all certified bilingual, who would be required to communicate among themselves in French!

Moreover, although the report by the President of the Treasury Board testifies to the government's good intentions concerning work instruments, the “full participation of both communities” and the language of internal communications, it leaves the practical terms of application shrouded in rather woolly circumspection: “the government is setting deadlines for each department within which all work instruments must be available in French as well as English”; “the government remains (sic) committed to achieving, within the merit principle, full participation in the Public Service by members of both the Anglophone and Francophone communities”; “an announcement will be made

shortly to define clearly the circumstances in which an employee can communicate with other public servants in the official language of his or her choice . . .”

Though still incomplete, our findings during special studies and investigations of complaints between April 1973 and December 1974 underscore the need for quick and decisive action.

From these studies and complaints—the persevering and masochistic reader will find summaries of them in Chapter II—a few patterns begin to emerge. It would be perhaps too hasty to base generalizations on them at the moment, but they do point up some of the difficulties departments and agencies are coming up against in establishing linguistic equality within the public service.

These off-the-cuff observations show that the situation, in terms of the first objective—to make French the normal working language of the federal administration in its Quebec regional operations—although not perfect, is satisfactory in most of the cases studied. There is still room for improvement, of course (it is strange, for example, that some institutions—the Department of Public Works, to give one weighty illustration—have not yet set up any French-language units in Quebec or anywhere else), but there appears to be no heart-stopping obstacle that can prevent most institutions from achieving this first objective.

On the other hand, these same observations reveal a situation that is far from satisfactory in the matter of communications between offices located in Quebec and the head offices of the different departments and agencies. In nearly every case these communications must be made in English because the head offices simply do not have enough employees who can even grasp the gist of messages, reports and so forth written in French. In some instances, even the FLUs in Quebec find it is impossible to communicate with their central offices in French. If these partial findings should prove to apply generally to the federal administration, the government should make plans to revise the language requirements for those positions in head offices whose incumbents have dealings, written or otherwise, with those of their colleagues who hold “French essential” positions.

The status of French as a language of work in the National Capital Region—the third objective in the “mini-strategy” proposed last year—is, to varying degrees in the different departments, inferior to that of English. For many people, this truism will be no revelation: it merely confirms, if need be, that French has not yet been fully accepted at the very seat of the government. The Treasury Board data show just how underdeveloped the use of the French language is in that region: English is the normal language of work for 77% of the public servants (slightly

more than 6% normally use French and slightly less than 17% use both). The difficulty of working in French on the shores of the Ottawa River seems to be particularly acute in technical and scientific fields. Whether in the Canadian Transport Commission, the Department of Public Works, the Canadian Air Transportation Administration (Ministry of Transport) or the National Energy Board, English is by far the dominant language. The question we raised last year is as valid now as it was then: how to create sectors in the National Capital Region that will be substantial enough to enable Francophones to pursue a rewarding career without necessarily having to leave their language in the office cloakroom when they come to Ottawa, or even to Hull? This may very well be the government's shibboleth in the area of language reform.

Neither our studies nor complaints received revealed a definite pattern with regard to the fourth and fifth objectives. Although some institutions have shown themselves—if not enthusiastic—at least willing to provide their employees with work instruments and professional training in both languages, others are still languishing at the rear. In many cases it is the enormous volume of texts to be translated that finally dissolves intentions that were never more than half-hearted to begin with. Occasionally, too, a commonplace but nevertheless deplorable administrative inability is at the root of some inexcusable delays. The government's action—energetic, we hope—announced by the President of the Treasury Board should prod the laggards who should be producing, in the departments, bilingual manuals, directives or instruction books. Similarly, some internal services, essential if employees are to carry out their duties successfully, if not zealously, are far from being provided in both languages. This is especially true of the libraries in the institutions studied: the discrepancy between the number of works in English and those in French usually reaches truly indecent proportions, and this difference cannot be explained away solely by the “relative anemia” of French-language publishers.

In discussing professional training or development courses, we must distinguish between those given by the Public Service Commission and those provided, directly or indirectly, by the departments themselves. Although for those given by the PSC, which, it must be pointed out, represent only about 10% of all such courses given in the public service, it seems that the government is on the point of providing a reasonable solution, the same cannot always be said for the courses given by departments. In fact, efforts in this area are being dissipated. Here again the government, through the Treasury Board, which is given particular responsibility in this area by the Financial Administration Act, could play a decisive role.

3. The Recruitment of Francophones, or the Art of Crawling at Break-neck Speed

Without necessarily trying to be evil-minded, we amused ourselves last year by picturing a public service devoid of Francophones. That was not the product of an overly fertile imagination—those conclusions could have been drawn from the available statistics by anyone with even a slight gift for mathematics. If twenty months ago the recruitment of Francophones gave the impression of progressing at the rate of one step forward, two steps backward, the statistics provided this year by the Public Service Commission evoke rather the image of bike racers who, although appearing to be taking part in a test of speed, are actually performing, with consummate acrobatic skill, a breath-taking feat of cycling on the spot, as though they were trying in their own way to prove that the two extremes—in this case speed and slowness—do in fact meet.

In any case, the Public Service Commission's statistics on appointments give this impression of movement in slow motion. A glance at the appointments of new employees shows that the percentage of these whose preferred language of work is French has evolved over the past few years in a zigzag pattern, and at a level that leaves little room to hope that it will ever catch up—19.7 % in 1971, 22.0 % in 1972, 20.2% in 1973, and 23.9% in 1974.

Of course, one way to attract French-speaking candidates is to encourage an increase in the supply through carefully orchestrated information campaigns and by improving the “home ground” structures for Francophones in the public service. But there is the snag, the vicious circle: without a certain critical mass of Francophones, it is difficult to create these “home grounds”; but without these, it is every bit as difficult to achieve the needed critical mass.

The results of studies made by our Office are hardly the stuff euphoric dreams are made of. Given these circumstances, then, how can we achieve the “full participation of the Anglophone and Francophone communities in the public service”? All things being equal, it seems that a substantial increase — spread over several years if need be — in the number of unilingual French positions, grouped if possible into French-language units that would be more than just backwater enclaves, is one of the conditions necessary for achieving this “full participation”.

But fie on these philippics. In the face of words which might have provoked in some people a sense of exasperation verging on despair, it is still possible to show no more than scepticism tinged with distress. The citizen who relishes these questions may yet find a little peace of mind if the government takes truly concrete action, soon, to follow up the hints of progress an attentive observer can detect here and there.

However, if to govern is to look ahead, there are times when a government, like an exhausted Hamlet, must stop looking ahead and get down to the business of governing. This means, perhaps, moving from rhetoric to reform.

D. Information: Between Goebbels and Gobbledegook, There Must Be a Few Friendly Facts

Since 1969, the federal government's information efforts on bilingualism have been almost enough, or little enough, to give truth a bad name. Five and a half years ago, Parliament passed a fair and flexible Official Languages Act, a law which deserved to be widely understood. Notoriety, not knowledge, turned out to be its fate as, year after year, the Government let the Act stew in the misconceptions of many and the colportages of a few.

No one could reasonably urge an intoxicating propaganda campaign. But a simple try at regularly reminding people that the Act broadens, not limits, civil rights might give lots more Canadians the giddy feeling that Parliament has, after all, done something rather useful.

This year, in spite of new promises and isolated triumphs, the Government still lacks a clear and co-ordinated policy on official languages information. Even after indulging classic and cathartic rages against interdepartmental overlapping, one has to conclude that the real problem is the lack of accomplishments to overlap. Feeble budgets are not to blame: Lord Acton might have said of government P.R. sharpies that money corrupts imagination, and so on, absolutely. When ideas do emerge, inertia, indeed sometimes distrust, between presumably allied departments too often kills good initiatives in the egg before the egg (even without the help of a marketing agency) has time to turn rotten.

I. How the Blind Lead, or Mislead, the Blind

Enough of bad eggs and sour grapes. Before this report's ritual Greek chorus of comment on the Commissioner's own follies and illusions, it is fair to note several useful, if usually unrelated, initiatives by the Government to help demystify the bogey of "bilingualism".

To recall that the information group now resident in the Treasury Board has physically moved thirteen times in two years may tell something of its startling aura of perpetual motion. In spite of these house-keeping upheavals, the Board's information team has in the past year

been producing metric tons of materials, and holding briefing sessions, to assist the far-flung management staff throughout departments and agencies who act, willy-nilly, as bilingualism buffs, and sometimes buffers. Indeed, and mirroring logically the Board's own role as central manager for the public service, the group has taken on the added role of training language administration officers throughout more than 60 departments and agencies in the delicious intricacies of matters linguistic.

Over the next year or so, this small but hard-working Training and Information Development Division could do much to relax the public service climate on language questions by clueing in employees quickly and clearly on new policies, and even on its ways and means of implementing them. Much, that is, if the Board's chief policy-makers let it pay a little more heed to Danton's prescription of boldness in political strategy and less to Mackenzie King's of blandness. Crystal balls are not enough.

For the moment, one can report the following initiatives which, if not always pregnant with joy, look like promising buns in the oven: an updated "Who's Who" in bilingualism for the still-befuddled information-seeker around Ottawa; a pamphlet telling the average public servant where and when he can choose his language of work—assuming the Government finally works out such a policy: a speaker's kit, mainly for tongue-tied public servants wishing to carry the Word orally; a usefully eclectic information kit for masochistic researchers; one for the general public, and two others for fearful, or merely fascinated, federal employees: on the language requirements of positions, and on French-language units; a kit dissecting the dreary march of bilingualism policy of the past decade; finally, the above-cited concise, if not exactly toe-curlingly racy, question-and-answer booklet called *Official Languages and You*. Only the last six items existed by February 1975, but no doubt the other promises will come true in their time, as will hopes for an audio-visual archive on just about every kind or unkind word ever said about our two official languages.

The Board's partner in creating a world safe for bilingualism, the Public Service Commission, has also begun putting its mouth where its money was. By deciding to explain more, and this more rapidly, to language trainees and other perplexed public servants, the PSC has also refused to run its information program by handing over blank cheques to blank minds. While last year, public servants could be heard weeping to grasp a straw of information on PSC language policies, now some wail about having haystacks of minute-by-minute and preciously bilingual bulletins crammed down their craws. But this healthy trend to telling a graspable version of the truth should not be knocked. The PSC Chairman and Commissioners, in matters of information, have now

assumed what might be termed the missionary position, and with not a taint of shabby evangelism. While awaiting a more concise linguistic Kama Sutra, public servants can study the facts of language life with existing PSC papers, perseverance, and just a little Pepto-Bismol.

Three PSC initiatives deserve honourable mention: its many detailed information sessions for Official Languages Officers and other linguocrats, in concert with the Treasury Board; an interesting, if ironically somewhat inaudible, film on learning second languages; and a clear, cheery, indeed entertaining, kit for language trainees. With its straight-from-the-shoulder question-and-answer sheet, its thoughtful brochure called *Perspectives on Language Learning* and its nuts-and-bolts pamphlet on the student's own language school, this kit leaves little to the imagination and much to the curiosity. Such good ground-work merits imitation by other departments, and continuity by the PSC itself: for language trainees and graduates, a bright, frank and factual monthly newspaper, run and written co-operatively by teachers, students and PSC managers, could do much to allay the postpartum blues suffered by many who are making a loyal effort to give birth in their own mind to a new language.

Efforts by the Department of the Secretary of State to carry the torch of bilingual civilization continue to prove helpful. The minister himself has kept up his travels around the country to chat up both the general public and the educators on whose co-operation most of his pump-priming successes, mentioned later, ultimately depend. His officials too remain active on the rubber chicken circuit, attending meetings, seminars and conferences with strong stomachs and angelic patience. New booklets on the Department's many-sided grant program for the general public and provinces could fill a wheelbarrow; at very least, reference to them will fill a page or two later in this chapter.

Among information-related Crown corporations, the Canadian Broadcasting Corporation holds high its reputation for vicarious courage in hard-hitting reruns of Archie Bunker laying bare the scandals of American ethnic and religious prejudice. On Canadian prejudices, the Canadian State networks pursue, with a few local exceptions, their policy of eloquent silence. Whether we like it or not, Canada does exist; and like all human societies, particularly one's own, it stays worthy of interest, satire and, if not always of admiration, then of criticism with some wit. Such a comment is not an ideological call-to-arms: just a hope that, in terms of informative and entertaining national self-analysis, the CBC will not always fill vacuums with vacuities.

A small footnote might congratulate the privately-owned Canadian Television Network (CTV) for showing guts, if not always genius, in its series "Excuse My French". True, Fellini and Hitchcock might contrive more sophistication, as could some Canadian writers now in

Hollywood feeding rib-ticklers to U.S. comics. But in timid Canadian terms, this sweet little parody can prove purgative and, remembering its CTV listeners' rating was topped only by the Canada-Russia hockey series, it could even turn out to be profitable for flattering imitators.

The only other State agency with some gumption and imagination seems to be the National Film Board. Starting late but well in the language game, the NFB has produced four splendid short films in its Language Drama Series, cited here last year. These shorts, with many more to follow with accompanying kits for workshops, are being launched in early 1975 as a valuable teaching aid for second-language teachers across Canada who, for years, have been looking for a good Canadian reason to answer that blunt and desirable question from thousands of students: why?

Naturally, since the funds for this report come out of the Commissioner's budget, he will attempt now to beat shamelessly his own drum.

The first and oldest-running circus in his office is the one playing to the general public. Through foolhardy grapplings with shapeless, if not always nameless, phantoms of unilingualism, and through ingeniously ill-timed outbreaks of foot-in-mouth disease, the Commissioner has pursued his often unwelcome travels across the nation. Radio and television producers have continued their morbid willingness to offer the hospitality of their airwaves for these vices, whether in the form of hot-line shows, interviews, lofty colloquia or much more satisfying gutter-fight squabbles. Academic and professional groups, as well as social clubs, egg-head round tables, and even more lucid bodies such as Rotary Clubs have also significantly helped the Commissioner's personal fight against inflation by offering free meals, or at least another free ride on the public purse. The Office's pamphlets, posters and counter-cards continue to pollute the visual environment with their earnest messages. The Office's press clipping service, which really is not bad, has helped a number of Ottawa journalists, as well as low-budget weeklies, meet a tight deadline with loose statistics or other quickly assembled Press Gallery slices of Canada's linguistic life. Finally, the Office's three-year-old 12-minute colour movie on the Official Languages Act, "Bons Amis", without yet titillating the gargantuan audiences of "The Godfather", has by early 1975 given close to a million people better reasons to be angry or apathetic about bilingualism. New distribution arrangements with the NFB and the Canadian Film Institute promise to flog extant copies of this epic to many more unsuspecting citizens.

The Office's second information program, designed for the half million Canadians who work for the Federal Government, goes on quietly throughout the country in near-Quaker-like sessions of civilized consensus. Using the Office movie to jolly up local audiences of man-

agers or union members, the Commissioner and two or three colleagues go to meet the open-minded and the bloody-minded, trying to answer questions frankly, or at least disguise the truth constructively. The Safari Kit the Office produced last year has by early 1975 crossed the desks (if only, sometimes, on the way to the garbage cans) of some 110,000 people, nearly all federal employees.

But this year's newest and, one hopes, most useful initiative in the long run is an elementary school kit called "Oh! Canada". Conceived and developed with generous co-operation from the interprovincial Council of Ministers of Education and four Ottawa-area school boards, this kit aims to underpin the motivation of children to learn second languages, and to strengthen their interest in Canadian studies. Its theme comes from a 32-page bilingual comic book showing four children of different language and culture travelling across Canada in a magic car. From this story flows a 32-page activity book, a vocabulary-testing travel game on a large cardboard map of Canada, a sew-on badge of the comic book's caustic bilingual parrot, and a record of four songs composed specifically for children. In April 1975, the Council of Ministers is distributing nearly fifty thousand copies of this kit to all ten provinces, and the Office will send others to the two Territories. If the kit does not bomb, work will go ahead on a second kit for high school students, as well as on another movie aimed at presenting Canadian studies and languages in a frank and happy manner. We hope these projects will help not only teachers and students who seem eager for materials on Canada but parents interested in seeing their children develop healthy, positive attitudes to their country, in particular to its language challenges and opportunities.

2. *Some Final, No Doubt Futile, Grumblings*

Four short comments might be in order on the general state of misinformation on bilingualism, two unkind ones and two of encouragement. The first persisting sin of federal failure in information remains the inability of departments to co-operate on new programs, a weakness denounced in last year's report as the Crown Jewels syndrome—each department guarding, if not hiding, its deeds of informational derring-do with the jealousy of a paranoid lover. Although entrusted with apparently lots of money from the same taxpayers, information directors of many departments do not really seem able to share ideas and pool resources of language information. In the past year, the Public Service Commission, the Treasury Board, the Department of the Secretary of State and the Commissioner's office have, it is true, begun to concert and consult with each other in a pragmatic, if not very orderly, way. For

three years, the Office argued unsuccessfully for a non-partisan, union-management co-operative information centre both to save money and avoid grossly contradictory interpretations of the Act. Not wishing to wallow further in his diplomatic failure, the Commissioner now thinks that, apart from the present informal exchanges of ideas between the above four agencies, the Treasury Board, as manager of the Government's bilingualism programs, should formally associate information divisions of all executive-branch departments with its own efforts. Without gutsy leadership by the Treasury Board to help develop general-use materials and to tailor other programs to each department's specific needs, rumour-mongering and fantasy can be expected to plague tillers in the linguistic Garden of Eden until the cows come home and trample all over their delicately cultivated dreams.

The second continuing sin of omission is the indifference of those ever-popular scapegoats, top mandarins. A deputy minister of a scientific, economic or social ministry of course has one or two other things beside language to stimulate his mind. Should one bug these busy people too much, they might be right to paraphrase in reply the Irish farmer who, when asked by a judge whether the people in his county had ever pondered the doctrine or *res ipsa loquitur*, answered, "In County Cork, Your Lordship, we talk of little else." Still, between obsession and attention, there may be some room for caring. Fairly or unfairly, many public servants sense that their bosses really don't care about "bilingualism" until the tapioca hits the air conditioner. The result is contagious ennui, a sense of simmering despair a medievalist might term administrative accidie. If deputy ministers want peace in the linguistic Sinai, they may find it best by playing, more often, the role of Henry Kissinger : innovative and mobile reformers who will ride a mile to gain an inch. That really means just treating language equality as a normal, integral part of all their operations, and saying so every time their departments initiate any new policy whatever.

In a more positive vein, one might urge the Treasury Board and PSC to work up an information program addressed to high school students roughly five to eight years from the labour market. Even with all the short-term accommodations to unilinguals in Parliament's generous resolution of June 1973, these two agencies could help Canada's taxpayers get more bilingualism for a buck by motivating young people to prepare themselves well in advance for a satisfying career in an institutionally bilingual public service. Air Canada, not usually praised in these pages for its bilingual zeal, has recognized the realism of such a policy by going into high schools to explain the advantages of personal bilingualism for airline careers. So, in the name of common sense, foresight and economy, should the two key management agencies of the public service.

A final suggestion might go to union leaders. Already many of these, notably those of the Public Service Alliance of Canada, have cooperated with the Commissioner in joint programs to inform their members of their duties and opportunities under the Official Languages Act. Many other union leaders, even though understandably engrossed in the traumas of inflation, could do their country and members a service by making members aware that new contracts should, as a matter of simple fair play (the *raison d'être*, it is said, of unions), include arrangements by which seniority and "bumping" rights would not invariably override the public's right to be served in the official language of its choice.

Such exhortations may well, in some cases, prove as pointless as preaching prohibition at a brewers' convention. But management should recognize that not all union leaders are "I'm all right, Jack" shop stewards: most, if given encouragement and some decent informational materials, prefer to demonstrate that on language, as on other matters of equity, they normally choose to lead constructively. Perhaps, in spite of management's own negligence in explaining the Act, more union leaders will understand that job security for their members depends on the best possible service by their employer-agencies, including the best bilingual service. Sanely conceived bilingualism, experience has shown, is usually very good for business, and therefore for jobs. Peter Sellers, eat your heart out!

E. Scolding the Schools: on Passing the Bucks to the Next Generation

Probably the only point on which lovers and lambasters of bilingualism agree, though for quite opposite reasons, is that the "long-term cure" (to this vile disease?) rests with the kids now in school. This seductive and theoretically unassailable thesis seems undermined only by trifling suspicions that quite a few Canadians would like to put off any real linguistic reform in the federal government until the Greek Calends.

But setting such unworthy thoughts aside, buying this idea at face value as yet brings scant cause for glee. Glancing at Canada's still modest accomplishments in preparing the generation of 1984 for something better than a hybrid Orwellian Newspeak, one realizes that our country, in teaching second official languages, continues to offer its children bilingual band-aids instead of the required massive doses of linguistic vitamins. This sombre assessment rests on Tables 1 and 2 below showing the balance sheet of second-language instruction in the elementary and secondary schools of Canada over the past five years. After a short comment on these tables, it is worth recalling some promising, if not yet stunning, improvements in such teaching since

1970, then sketching out a few ideas for giving our children (and parents) a fairer chance of believing that, for once, their hopes for bilingual fluency just might make sense.

TABLE 1. Minority Language* Enrolment as Second Language, Elementary Level, 1970-71, 1974-75

	School Enrolment	Minority Language as Second Language		% of Instruction Time Devoted to Second Language
		Enrolment	%**	
Newfoundland				
1974-75	96,000	32,676	34.1 ✓	5.8
1970-71	102,319	21,835	21.4	4.9
Prince Edward Island				
1974-75	14,530	6,148	43.3 ✓	5.9
1970-71	17,317	3,561	21.2	7.9
Nova Scotia				
1974-75	110,650	24,424	22.7 ✓	6.1
1970-71	126,718	12,642	10.4	7.2
New Brunswick				
1974-75	83,350	36,329	67.2 ✓	5.6
1970-71	95,178	37,305	61.5	7.5
Ontario				
1974-75	1,405,093	609,709	46.0 ✓	6.7
1970-71	1,465,488	526,538	38.2	6.7
Manitoba				
1974-75	122,400	47,224	40.5 ✓	5.5
1970-71	136,918	42,655	32.7	4.8
Saskatchewan				
1974-75	112,800	6,208	5.6 ✓	7.6
1970-71	134,238	6,950	5.2	8.3
Alberta				
1974-75	233,711	61,921	26.9 ✓	6.0
1970-71	226,323	58,235	26.1	5.7
British Columbia				
1974-75	336,000	48,418	14.4 ✓	6.2
1970-71	327,794	18,558	5.7	5.0
Total (9 Provinces)				
1974-75	2,514,534	873,057	36.5 ✓	6.5
1970-71	2,632,293	728,279	29.2	6.3
Quebec				
1974-75	776,745	234,564	35.4 ✓	10.0
1970-71	1,004,782	302,700	35.8	8.9

SOURCE : Statistics Canada. Figures for 1974-75 are preliminary estimates drawn from information provided by provincial departments of Education.

* Minority language is English in Quebec and French in all other provinces.

** Percentages shown in the table indicate for each of the years 1970-71 and 1974-75 the degree of participation in learning of the second language and do not measure changes in participation over the five years. This explains why the five-year rise in enrolment in French as a second language is actually nearly 20% rather than the 7.4% column 3 seems to indicate.

TABLE 2. Minority Language* Enrolment as Second Language, Secondary Level, 1970-71, 1974-75

	School Enrolment	Minority Language as Second Language		% of Instruction Time Devoted to Second Language
		Enrolment	%**	
Newfoundland				
1974-75	63,000	32,902	52.2	10.2
1970-71	59,318	37,895	63.9	9.8
Prince Edward Island				
1974-75	14,160	8,958	64.7	10.8
1970-71	13,305	10,794	83.0	10.4
Nova Scotia				
1974-75	91,960	57,764	64.2	11.9
1970-71	88,179	59,955	70.0	13.4
New Brunswick				
1974-75	83,280	39,318	69.9	12.9
1970-71	80,734	42,708	78.2	11.7
Ontario				
1974-75	609,667	189,426	32.7	13.1
1970-71	556,913	252,496	47.5	13.1
Manitoba				
1974-75	110,130	43,843	41.2	11.3
1970-71	110,028	58,389	55.3	10.4
Saskatchewan				
1974-75	103,933	57,546	55.5	11.2
1970-71	113,094	77,928	69.0	10.0
Alberta				
1974-75	206,852	63,291	31.5	10.2
1970-71	197,599	80,607	42.0	10.5
British Columbia				
1974-75	217,000	96,532	44.5	11.6
1970-71	190,249	127,293	66.9	11.5
Total (9 Provinces)				
1974-75	1,499,982	589,958	41.3	11.9
1970-71	1,409,419	748,065	55.7	11.7
Quebec				
1974-75	611,095	520,225	100.0	16.2
1970-71	642,301	543,966	99.9	14.2

SOURCE : Statistics Canada Figures for 1974-75 are preliminary estimates drawn from information provided by provincial departments of Education.

* Minority language is English in Quebec and French in all other provinces.

** Percentages shown in the table indicate for each of the years 1970-71 and 1974-75 the degree of participation in learning of the second language and do not measure changes in participation over the five years. This explains why the five-year drop in enrolment in French as a second language is actually nearly 21% rather than the 14.4% column 3 seems to indicate.

1. *The "National Disaster" Area Revisited:*

All the depressing comments of some following paragraphs must take account of one increasingly solid fact: parents of school-age children in all parts of Canada seem more and more to want their offspring

to learn a useful version of our country's other official language. This impression emerges from visits to, and correspondence from, all parts of Canada, and is firm enough, assuming much greater and more imaginative government efforts, to underpin hopes for a Canadian population whose younger adults at least, could enjoy a far richer bilingual fluency within a decade.

This brief attack of optimism assuaged, let us now return to the classic posture of hand-wringing despair about what previous reports to Parliament termed a "national disaster" and a "countrywide catastrophe."

It is clear, no doubt, from Table 1 that Canada's elementary schools have begun to recognize in curriculum and pedagogical terms the discoveries of Dr. Wilder Penfield, the Montreal neurosurgeon who long ago confirmed scientifically that small children have a readier aptitude for learning second languages than have adults or even teenagers. In many parts of Canada, particularly in Montreal and, as we shall see in a moment, in Ottawa, serious large-scale experiments have supported Dr. Penfield.¹ Yet the increase in elementary-school enrolment in second-language study remains well below what a deep nationwide reform would demand: a 20 per cent increase over the past five years is hardly a revolution, even if the trend is encouraging. In terms of percentage of total instruction time, indeed, the number of minutes per week for second-language training remains dismally stable.

Much worse, the trend in Canada's secondary schools (Table 2) goes directly against the gradual progress of the elementary schools. Within the same five years since 1970, the high schools of Canada (not to mention most departments of education) have allowed enrolment in French as a second language to drop nearly 21 per cent—a staggering loss if one considers the greatly rising demand by both government and business for bilingual staff during the same period. The minutes-per-week scene here, moreover, matches closely the stagnation at the elementary level. The reasons for this fall-off are not hard to find: rampant optionalism on the part of departments of education which, nearly everywhere, have allowed 13-year-olds to choke on a smorgasbord of academic choices, leaving many, at age 18, illiterate not only in Canada's history and other official language but even in their mother tongue. If that sounds reactionary, maybe a little counter-revolution is in order. A second cause of the drop in enrolment in second languages in high schools is the chicken-hearted and anti-humanist attitude of most Canadian univer-

1. As we go to press, we are shattered to learn that serious study undertaken by the National Foundation for Educational Research in England and Wales seems to destroy entirely the above argument. According to the report's authors, the main factor of success in learning a second language is the amount of time spent learning it, not the age at which one starts to learn it. We shall try to resolve this embarrassing contradiction in our next *Annual Report*.

sities. Far too many of these institutions of higher learning, in the dash for per capita student grants, have dropped any knowledge of a second official language as a prerequisite for admittance. Basic Income Units (BIU's), as university students are now poetically known, are presumed by taxpaying parents to be getting both more broadly cultivated minds and a realistic training for today's, if not tomorrow's, world. With academic bureaucrats fretting more over budgets than burgeoning minds, students are being ripped off on both counts. At the very least, and it is embarrassing even to have to note this, some passing acquaintance with both our official languages should be a requirement for passing out of high school into any Canadian university.

A final factor in worsening the impact of both the high schools' optionalism and the universities' opting out is the persisting tragedy of woodenly taught second languages in secondary schools. Some palliatives cited in the next few paragraphs will repeat the heresy that English and French can be taught as living languages instead of dead subjects. But palliatives these reforms will remain until federal and provincial governments join, without sterile quarrels of jurisdiction and funding philosophy, to make some proven experiments in enlivening language learning a routine reality for all students in Canada.

2. Ottawa and the Provinces: Consenting Adults Can Do Satisfying Things Even in Public

That rather long-running off-Broadway show called the Royal Commission on Bilingualism and Biculturalism made one of its most perceptive contributions in 1968 in its Volume II on education. Beginning in 1970, and under the aegis of the Department of the Secretary of State, Ottawa has been priming the provincial pump for better bilingualism both through money and ideas.

The financial core of the federal government's response to the B. and B. Commission's twelve "federal" recommendations was a \$300-million program of contributions to the provinces. This program, for the four years 1970-74, was renewed (for \$80-million a year over five years) after an interprovincial report in May 1973 showed that Ottawa's "seed money" could nurture very interesting plants indeed. Dispensed to the provinces through a formula agreed to by the provincial governments, these funds led to three types of worthwhile reform, including a remarkable intensive program for certain school boards around Ottawa.

The best-known federal assistance is through scholarships. Teachers (nearly 2,800 in 1974) of second official languages may, for example, apply for \$300 scholarships, plus up to \$300 for travel expenses, to

upgrade their skills. And students or recent graduates of universities may apply for one of three specialized scholarships: a \$2,000 post-secondary scholarship for studying in a second official language (some 600 participants in 1974); a roughly \$600 summer scholarship for specifically studying a second official language (some 4,200 participants in 1974-75); or a \$3,000 teaching assistantship for "second-language monitors" (up to 400 participants in 1975-76 in the third year of an experimental program designed to parachute native-speakers into elementary, secondary or sometimes university classrooms to add realism and fluency under the supervision of a "qualified", but not always fluent teacher). This monitors program, which earlier reports to Parliament have been pushing as a near-panacea for some years, has now been sufficiently debugged both politically and pedagogically, one must argue, for Ottawa to consider raising the number of spaces to a level (say, to 2,000 a year) likely to open and excite young minds on a scale which really might do the country some good. Distance, when it comes to studying second languages with "native speakers", tends to lend ennui, not enchantment.

A second field of federal linguistic largesse helps civil servants. In addition to its own somewhat ritzy schools for federal employees, Ottawa each year lets some 200 provincial, municipal or school board employees attend its language schools (almost exclusively, need one say, to learn French). The federal treasury can also be raided for up to \$100,000 a year per province to pay half the costs of second-language programs operated by a province for such staff.

A third, and badly-known, field for getting goodies from Ottawa on the pretext of language reform concerns a delightful concept called "special projects." Meant at bottom as an anti-bureaucratic gap-filler, the Secretary of State's special projects rest realistically on local needs, locally expressed. The formula is uncharacteristically supple for a government scheme: any group of citizens living in an area lacking suitable second-language courses through "continuing education" public institutions, and wishing to improve their knowledge of the other official language, need only gain the backing of their provincial authorities and get, if their proposal is reasonable, 50 per cent financial support from Ottawa. Their project has to meet three standards: it must be innovative, enjoy shared financial aid from the province, and reflect the extra costs needed to launch the scheme. A good deal, all round, which more Canadians should try, because past experience has shown that almost any sensible project can conjure up dollars from the federal capital.

Speaking of federal capitals, one of the most striking of all special projects, linking the federal and Ontario governments, has been breaking precedent, prejudice and records of enthusiasm in the past three years among the four Ottawa-area school boards. With federal con-

tributions amounting to some \$4-million over two years, provincial acceptance and myth-destroying cooperation among the four public and separate school boards, this program is giving some 25,000 children in 1975 a serious chance to become bilingual. Though now only in its third year of total or partial immersion, or of amplified "core" learning (the bare and often futile minimum of 20 minutes a day for all kids), this splendidly constructive subversion of Canada's constitution shines as one of the few beacons of serenity in the bilingualism-bedevelled, company-town atmosphere of Ottawa. Heavily supported, indeed oversubscribed, by civil-servant and other parents believing in readin', 'rithmetic and the handwritin' on the wall, this pilot program should produce within two or three years at most a workable, sensible model of individual bilingualism for all Canada. If only for the delightful doses of common sense which seem to overshadow all of its predictable setbacks, this experiment should attract school boards from around the country like a lab-full of Henry Higgins' at a phoneticians' convention.

3. Some Unfanatical Hints for Budget-Wise Bilingualism

At a time when we are all deflated by inflation, one should be looking for more bilingualism, as for more hamburger, for a buck. This is true for both schoolchildren and their money-hassled parents.

For the fortunate future taxpayers still in full-time school, two fairly obvious suggestions might be worth study—in addition, of course, to multiplying by five or ten times existing and well-proven programs of student and teacher exchanges, especially the second-language monitor program. School boards, backed by teachers' unions and provincial departments of education, should be allowed to draw generously on Canada's inherited reservoir of native speakers as temporarily "uncertified" teachers. Fluent and culturally wise in their subject, which is simply their own life, such teachers (as some provinces have already discovered) can bring a credibility and vitality to their "subject" that extremely few non-native speakers ever can. If allowed temporary teaching certificates after a summer course in teacher training and with the promise to attain full pedagogical "qualification" within two or three years by summer or night courses, these native-speaking university graduates could probably, within a year or two, overcome much of Canada's current shortage of competent (as opposed to pedagogically "qualified") second-language teachers.

A second suggestion would aim more systematically to let Canadian kids in on the well-kept secret that their compatriots of the other language group not only exist, but are interesting and worth knowing,

particularly in the other language. This proposal would develop present very modest weekend and short-holiday exchanges between children of the two groups into full-scale twinning of classrooms of English- and French-speaking children for a whole school term. With a little common sense, and not an unreasonable amount of imagination, school boards in most provinces (especially in Ontario, Quebec, New Brunswick and Manitoba) could cut through the religious, linguistic, jurisdictional and other venerable pretexts for keeping our kids apart and organize exchanges of whole classes, for whole terms, between schools within the same province. With no interprovincial legal hangups about equivalent courses or teaching competence, school boards could work together to admit children for three or four months from neighbouring or not-too-distant schools into classes in the other language. The kids would not sink or swim in the other language, but possibly learn to float a little closer to the exotic “maudits Anglais” or “Frenchies” who often live just a few miles away, if not in the same town. Money should not prove a problem: lodging could be offered by parents for the “other” group, teachers would continue to get paid by their home boards, and travel costs could be foisted, one trusts, upon the Secretary of State and provincial capitals as very low-budget “special projects.” No doubt much care would need to be invested in heading off, or meeting, unavoidable psychological and pedagogical problems. But caring for kids linguistically, as in other ways, is not the same as spoiling them rotten. Here the major gain and risk, with culture shock and future shock, is simply to help the kids become more lucid Canadians.

For the less fortunate taxpayers of today who, in spite of advanced ages of 30, 40, 50, 60 and more, still wish to savour some of the joy of the great bilingual boondoggle they are paying for, Ottawa might in fairness and realism offer two or three incentives. Naturally, the existing special projects program, whose catholic flexibility seems almost as limitless as that of other meritorious freeloading social programs, should be publicized strikingly out of its present, virtually clandestine, status: the program is unknown even to practised siphoners of federal funds around Ottawa. Second, for mature adults who don't fit into any existing federal program, being neither young enough nor old enough to evoke pity, much less official largesse, the federal government could offer perhaps 1,000 full scholarships a year for accredited study of a second official language during a breakthrough period of two to six months. This is not a frivolous or contrived need: the Commissioner, impotent enough when it comes to impregnating the Government with certain ideas, receives some of his most distressing mail from middle-aged (25 to 75 years) Canadians who want to give bilingualism the old college try but can't afford to get to college. For both the general climate and impetus of its programs for civil servants and children, the federal

government ought to give a thought to helping more than a few ordinary taxpaying citizens a chance to do their best for Queen, country and the B. and B. boys.

A final suggestion to assist even busier taxpayers might bring the Secretary of State into still closer solidarity, if possible, with the Minister of Finance. This would urge large-scale, detailed publicity by the Secretary of State (charged with informing Canadians that bilingualism is a Good Idea) about a very worthwhile tax deduction: any Canadian learning a second official language part-time or full-time can claim deduction of all tuition fees over \$25 paid to any educational institution certified by the Department of Manpower and Immigration. Many average Canadians envy, and should be encouraged to at least partly share, the generous linguistic fringe benefits of federal employees who get their subjunctives and audio-visual idioms on company time and at company expense. True, all taxpayers pay a little more when some get a fiscal concession. But a sane and constructive public atmosphere toward languages is, if one dares to guess the meaning of Parliament, a major national priority. And national priorities, particularly when they respect each citizen's personal priorities, need to be known not just to a coterie of tax experts but by the public asked to accept them.

Perhaps though we can take heart that even our taxmen have understood that Keynesian linguistics, like Keynesian economics, must allow for short-term deficits to attain long-term surpluses. We shall all, of course, as the Westminster Lord warned, be dead in the long run. But it must be soul-warming to be able to meet one's Maker in the official language of one's choice.

Chapter II

THE GORY DETAILS : OR MEASURING THE GLACIER'S ADVANCE

Descending now not from Olympus but, perhaps from the grotesque to the sublime, we turn in the following pages to the ungrateful task of reviewing who (how, when and where) has done the best, worst or simply most mediocre job of implementing the Official Languages Act. In this second year of risking sanity and science to try to give a fair assessment of the linguistic performance of some 34 departments and agencies, and details on about 35 others, this "technical" chapter tries to offer handy references which each reader can tailor to his or her degree of curiosity.

After a fairly short section recalling how this office manages to mismanage chaos in hope of helping its own and the Act's credibility, we present a brief "Bilingual Baedeker" guide for the hurried, and possibly worried, gourmet of linguistic reform. Therein are praised or damned in easy-to-swallow categories the efforts of most of the institutions prominent in language-related change. Then follow, as a musical *digestif*, plausibly detailed stories on each of these key institutions—with evidence more concise than last year's preceded by a quaintly distilled assessment, for the still casual reader, in italics. Finally come the facts on some 35 other institutions for which evidence available this year, in complaints, contacts or special studies, is too fragmentary to warrant a reasonable evaluation.

First, then, a word from those who work for our parliamentary sponsors.

A. *Madness in Our Method*

As usual, the office's two operational services, Special Studies and Complaints, marshal memories of labour pains they hope gave birth to

results of interest. Then they scare off the browsing linguophile by printing enough tables to regale a common-room full of Ph.D. candidates.

1. More Than Your Average Faith Healers: the Special Studies Gang

The Special Studies Service—the Commissioner's constructively inquisitive band of linguistic auditors and purveyors of "preventive medicine"—combined initial scrutiny of many federal institutions with tireless, if occasionally tiresome, follow-up and evaluation during the 21-month period under review.

The 14 institutions studied ranged from that omnipotent enemy of patronage, the Public Service Commission, through the far-flung and mighty Ministry of Transport, that bastion of grey-eyed sheiks called the National Energy Board, the controlling and cost-curbing Canadian Transport Commission, Canada's horsemen of the linguistic Apocalypse, the RCMP, to the "space makers" of the redoubtable Public Works Department.

a) On the Move

This choice of agencies was not the result, as some might innocently suppose, of random selection. The Commissioner's decision to examine measures taken by MOT, CTC, the St. Lawrence Seaway Authority (and to a certain extent the Unemployment Insurance Commission) to implement the Official Languages Act reflects a continued concern with organizations dealing primarily with the travelling public. The sustained interest in services offered to the itinerant Canadian and kindred mobile users of federal institutions across the country and around the world is, as noted in the three previous reports, stimulated by Section 10 of the Act which accords that public a high priority.

b) Mens sana in corpore sano

But the legal primacy and geographical sweep of this important segment of the public did not deny the need to consider other types of service as well. The great human significance of both the Welfare (studied in the previous reporting period) and Health Components of the vast Department of National Health and Welfare asks no elaboration. Nor, in an age of nascent consumerism, need one stress the wide potential reach of the Department of Consumer and Corporate Affairs. The Commissioner and his colleagues judged that these institutions warranted priority treatment because they offer service, succour or satisfying rationales to legions of grateful Canadians.

c) *Quis custodes custodiet ?*

Brooding over the work of others is often a thankless yet necessary task. The regulatory roles of the Canadian Transport Commission and the National Energy Board are of central importance in our continent-spanning country where transportation and resource policies determine much in the conduct of national affairs. The Commissioner and his colleagues therefore chose these agencies for review because of their pervasive influence (another of the five criteria listed in previous reports). Examining them broadened our range of experience in the niceties of departmental attempts to implement, or ingeniously circumvent, the Official Languages Act.

d) *Everything Else Is Housekeeping*

For many, the Canadian Broadcasting Corporation is one of the major "nation-building" forces in Canada. When not tuned in to the seductive offerings of American or rival private Canadian stations, Canadians see and hear CBC services during many of their waking hours. But of special interest to our Office is the CBC's "parallel" bilingualism—the existence of two separate yet subtly interwoven networks. Our newly-launched study should help us learn how well the Corporation succeeds in implementing the Official Languages Act throughout its novel structure, particularly in the light of greatly increasing demand for its French-language services.

e) *Ryan's Other Daughter*

Like the study of the Treasury Board Secretariat, summarized and cruelly dissected in the *Third Annual Report*, the Public Service Commission study was launched partly because of the complaint the editor of *Le Devoir* sent the Commissioner on 18 October 1972. Consequently, our focus was on the PSC's role as a decisive agent of central initiatives aimed at bringing the letter, spirit and intent of the Official Languages Act to bear on staffing, career development, language training and allied activities in which it is engaged singly or in collaboration with the Treasury Board and client departments.

f) *Not by Bread Alone*

The Department of Agriculture, and Industry, Trade and Commerce deal with so much that is vital to Canadians that the Commissioner and his colleagues thought it appropriate to see how well geared they are to provide services in both languages and to allow their large, highly-

trained staffs to use them as means of internal communication. This study of ITC, to be completed during 1975, is in a sense complementary to the previous review, undertaken in 1971-72, of the department's attempts to implement the Act in its activities abroad.

g) *Our Brother's Keepers*

But the Service's interests were not entirely parochial. It also launched a study of the Canadian International Development Agency — the main channel of Canada's efforts to help the Third World. This agency's work in fostering the use of our two official languages in serving a world-wide public and in its internal operations at home and abroad will be chronicled, for still unjaded readers, in our next *Annual Report*.

h) *Language of Work: Can Johnny Really Read French?*

Readers might have detected a recurring reference, in this brief catalogue of new studies, to the languages of internal communication. This matter is for the Special Studies Service a relatively recent pre-occupation. More precisely this twin of the "language of service" aspect, known to the growing group of official languages cognoscenti as the language of work question, is an important new dimension added to all but one of the studies launched during the 21-month period covered by this report.

For many participants in, and observers of, the official languages programme here is the rub. How can the equality of status which the law gives both languages be translated into actual practice within the 180-odd federal institutions? Some of the fruits of the Service's initial, modest experience in wrestling with this complex problem are displayed below. Suffice it to say here that the Service has learnt much in this short period to make it realize what a challenge to the ingenuity, imagination and goodwill of federal public servants the functional dialogue in two demanding languages constitutes.

i) *Can Your Boss Swear in English?*

Apart from the close look the Service has been having at language of work matters while conducting studies of departments and agencies, the Commissioner has also asked it to conduct in 1975 a survey of "graduates" of the government's Language School to determine what use they are actually making of their newly-acquired second-language skills. The results could be of practical interest to Parliament, the executive and the public; he will therefore publish our findings in the next *Annual Report*. Preliminary work on this fascinating question is well underway.

j) *Bringing in the Sheaves: Follow-up*

To report on a “harvest” is probably the ultimate self-indulgence. It is particularly delicate to engage in that pastime when one is taking stock of what has been cultivated—even if not planted—mainly by others. Yet much of the Service’s energies in recent months has, for both logic and credibility, been invested in the nagging, sometimes niggling, and always painstaking, process of checking what precise action has been taken on some 650 recommendations made by the Commissioner to 24 federal institutions as a result of 42 studies. This follow-up work, which included exchanges of correspondence, field trips, and meetings at various levels, enabled the Service to keep abreast of new developments and thereby help the Commissioner weigh the results of his labour in the most recent-vintage vineyards of bilingualism.

Essential follow-up transactions, like the previous ones, are reflected in the updated assessments in later pages. Below, for those impressed by fancy if slightly tedious tables, one can peruse a cumulative list of studies launched between 1 April 1970 and 31 December 1974.

TABLE I. Special Studies by the Office of the Commissioner of Official Languages

Study	Launched	Completion Date
Minister's Offices (Telephone Answering)	21/ 9/70	1970-71
Air Canada—Ottawa	9/10/70	1970-71
Ministry of Transport—Ottawa	13/10/70	1970-71
Ministry of Transport—Toronto	18/12/70	1970-71
National Museums of Canada	4/ 2/71	1970-71
National Capital Commission	5/ 2/71	1970-71
Royal Canadian Mounted Police	9/ 2/71	1971-72
Dominion Bureau of Statistics	17/ 2/71	1971-72
Department of National Defence— Canadian Forces Base—Uplands	18/ 2/71	1971-72
Department of Public Works—Ottawa	8/ 3/71	1971-72
Department of Manpower and Immigration—Montreal	15/ 3/71	1971-72
Department of Public Works—Winnipeg	22/ 4/71	1971-72
Department of Manpower and Immigration—Winnipeg	22/ 4/71	1971-72
Eldorado Nuclear Limited	27/ 4/71	1971-72
Central Mortgage and Housing Corporation	27/ 4/71	1971-72
Atomic Energy of Canada Limited	27/ 4/71	1971-72
Department of Communications	27/ 4/71	1971-72
National Research Council of Canada	27/ 4/71	1971-72
Department of Agriculture	27/ 4/71	1971-72
Canadian Broadcasting Corporation	27/ 4/71	1971-72
Department of Energy, Mines and Resources	27/ 4/71	1971-72
Department of Manpower and Immigration—Ottawa—Hull	2/ 5/71	1971-72

TABLE I. Special Studies by the Office of the Commissioner of Official Languages

Study	Launched		Completion Date
Department of External Affairs	12/ 5/71	} Canadian Repre- sentation Abroad	1971-72
Department of Industry, Trade and Commerce	12/ 5/71		1971-72
Department of Manpower and Immigration	12/ 5/71		1971-72
Department of Indian Affairs and Northern Development (National and Historic Parks)	21/ 5/71		1971-72
Central Mortgage and Housing Corporation	26/ 6/71		1971-72
Air Canada—London and Paris	9/ 8/71		1971-72
Farm Credit Corporation	21/ 9/71		1971-72
Air Canada	19/12/71		1971-72
Department of the Environment (Atmospheric Environment Service)	12/ 1/71		1971-72
Department of National Revenue (Custom & Excise)	17/12/71		1972-73
Statistics Canada—1976 Census	27/ 3/72		1972-73
Canadian National Railways	30/ 3/72		1972-73
Office of the Chief Electoral Officer	21/ 4/72		1972-73
Department of Indian Affairs and Northern Development (Canals)	15/ 5/72		1972-73
Department of National Revenue	12/ 6/72	} Moncton	1972-73
Post Office Department	12/ 6/72		1972-73
Unemployment Insurance Commission	12/ 6/72		1972-73
Department of Agriculture	12/ 6/72		1972-73
Department of the Environment	12/ 6/72		1972-73
Department of National Health and Welfare	12/ 6/72		1972-73
Department of Manpower and Immigration	13/ 6/72		1972-73
Air Canada	13/ 6/72		1972-73
Canadian National Railways	14/ 6/72		1972-73
Department of the Secretary of State— Translation Bureau	19/ 6/72		1972-73
Department of National Revenue (Taxation)	28/ 6/72		1972-73
Department of National Health and Welfare (Welfare Component)	25/10/72		1972-73
Post Office Department	27/10/72		1972-73
National Library	23/11/72		1972-73
National Arts Centre	6/12/72		1972-73
Treasury Board Secretariat	26/ 1/73		1972-73
Unemployment Insurance Commission	11/12/72		1973
Public Service Commission	7/ 3/73		1974
Department of Public Works	24/ 8/73		1974
Ministry of Transport	27/ 9/73		1974
Canadian Transport Commission	2/11/72		1974
Royal Canadian Mounted Police	26/11/73		1974
Department of National Health and Welfare (Health Component)	7/ 2/74		1974
National Energy Board	21/ 2/74		1974
St. Lawrence Seaway Authority	2/ 5/74		
Department of Consumer and Corporate Affairs	13/ 6/74		
Language Use Survey (preparatory phase)	11/ 7/74		
Canadian Broadcasting Corporation	12/ 7/74		
Department of Agriculture	14/ 8/74		
Department of Industry, Trade and Commerce	14/ 8/74		
Canadian International Development Agency	1/11/74		

2. *The Ombudsman: a "Public Protector", But Hardly a Cop*

The primary role of the Complaints Service is to investigate complaints the Commissioner receives from the public. The first three annual reports contained details on the procedures followed during investigations. The following information is provided as guidance for those who wish to join the merry band of complainants.

a) Is Something Bothering You?

A complaint may be made by "any person or group of persons, whether or not they speak or represent a group speaking the official language the status or use of which is at issue" (Section 26(2) of the Act). Thus it is not necessary to be a Canadian citizen or even a resident of Canada in order to file a complaint.

Moreover, an English-speaker may complain to the Commissioner that the French language is not being respected in a federal agency, and vice versa.

To date, group complaints have been submitted mainly by French-language associations in the provinces, seeking to promote French, or by federal employees in a given sector of the Public Service who are dissatisfied with the linguistic aspects of the working conditions imposed upon them.

The complainant is not obliged to reveal his identity; he may anonymously ask the Commissioner to investigate a complaint concerning what in his opinion is an infringement of the Act. In this event, the Complaints Officer will be unable to ask him for additional information which would be useful during the investigation, and the Commissioner will not be able to inform him of the result.

Even if the complainant reveals his identity, it is the policy of the Complaints Service to preserve his anonymity, unless it has beforehand obtained his authorization to act otherwise. Every precaution is taken to prevent the complainant from being subjected to any possible harm; this is particularly the case with federal employees who fear reprisals on the part of their employers.

b) Various Categories of Pettifoggery

In principle, any complaint that concerns the status of English or French in the administration of a federal institution is admissible. Within certain limits, the Act imposes obligations upon federal institutions with respect to three types of publics: (a) the general public—that referred to, for example, in Section 9; (b) the travelling public,

mentioned in Section 10; and (c) federal employees, who as federal employees may invoke Sections 2 and 39(4). In practice, however, the Commissioner accepts all complaints submitted to him; those which are not directly related to his mandate are investigated unofficially or referred to the appropriate authorities. Acting in this manner, he hopes to contribute to the promotion of bilingualism in the various spheres of public life.

c) If Necessary, Send Us a Carrier Pigeon

How can the complainant make himself heard? By letter, telephone, telegram, a visit to the Commissioner's office, or any other means he considers suitable. He should, however, provide the Complaints Service with sufficient information to enable the institution concerned to investigate and report on the matter as thoroughly as possible.

d) And for Those Who Like Statistics...

Breakdown of Complaints

TABLE 1. Number of Files by Period.

	1970-73* (36 months)	1973-74** (21 months)
Opened	1,869	1,655***
Closed	1,753	1,284 (78%)
Still active at the end of the period	116	371 (22%)

*Includes the 1970-71, 1971-72 and 1972-73 fiscal years. The figures are broken down by fiscal year in the *Third Annual Report*.

**From April 1, 1973 to December 31, 1974.

***One of the 1,655 files that were opened contained complaints made by 91 different persons on the same subject, which concerned the Canadian Broadcasting Corporation.

During its first three years of operations, the Complaints Service received an average of 52 complaints per month, while during the 21 months covered by the present report, this average increased to 78. The length of time devoted to an investigation depends on the nature of the complaint. A number of files—particularly those dealing with the language of work—required considerable effort. This is one reason why the percentage of files that were still active was greater on January 1, 1975 (22) than on April 1, 1973 (12). A file is closed when the Commissioner is satisfied that the requirements of the Act have been respected.

In addition to the 1,655 complaints files that it opened during the 21 months, the Complaints Service opened about 80 files containing requests for information.¹ Without wishing to submit complaints, the correspondents wanted to obtain information on a variety of subjects. Most requests concerned the federal administration: language tests and training, the priority given to the official languages, the bilingualism premium, the status of other languages (section 38 of the Act), interpretations of the Official Languages Act, the relationship between the later and the directives of Treasury Board, translation problems, discrimination, federal employees' working conditions, and questions relating to the language of service or the language of work. The other requests, few in number, concerned the provinces, municipalities or private enterprise; for example, information was requested about Quebec's Official Language Act, labelling problems, elections, advertising and working tools.

TABLE 2. Cumulative Total of Files

Opened	3,524
Closed	3,151*
Still active on January 1, 1975	373

*This number includes 114 of the 116 files that were still open on April 1, 1973.

TABLE 3. Files Opened in 1973-74 (21 months)

Complaints concerning specific federal institutions	1,441 (87%)
Complaints not concerning specific federal institutions	214 (13%)
	1,655 (100%)

TABLE 4. Language of Complainants

	1970-73 (36 months)	1973-74 (21 months)
French	1,394 (75%)	1,376 (83%)
English	475 (25%)	279 (17%)
	1,869 (100%)	1,655 (100%)

¹ These requests concerned questions about which the Complaints Service, because of the competence acquired by its officers while investigating complaints, was qualified to provide adequate answers. In addition to dealing with these rather complex matters, the Service, like the Office Secretariat, gave replies by telephone to a number of requests for information.

Comparison of the two periods shows that the percentage of French-speakers submitting complaints has increased considerably in relation to the percentage of English-speakers. This situation can no doubt be explained by the fact that the Official Languages Act was adopted for the purpose of elevating the status of French in an administration where English predominated. Although more than five years have passed since the Act came into force, the equality of status of the two official languages is still not a reality, a fact which causes French-speakers to remain somewhat pessimistic. Some of the complaints of French-speaking persons have been transmitted by l'Association canadienne-française de l'Ontario or submitted by inhabitants of the West or the Maritime provinces, who because of their minority situation are more vigilant than other Canadians in drawing attention to infringements of the Act.

TABLE 5. Methods of Submitting Complaints

	1970-73 (36 months)	1973-74 (21 months)
By letter	1,413 (75.6%)	1,201 (72.6%)
By telephone	258 (13.8%)	387 (23.4%)
In person	66 (3.6%)	25 (1.5%)
By referral	76 (4.0%)	22 (1.3%)
Other means (telegram, newspaper, note and so forth)	56 (3.0%)	20 (1.2%)
	1,869 (100.0%)	1,655 (100.0%)

Table 5 indicates that during the second period the number of complaints received by telephone increased markedly in relation to the number received by other methods—from 13 to 23%. This increase is indicative of the Commissioner's desire to facilitate the process of submitting complaints: the complainant need not take the trouble to write, but may submit his grievance by telephoning collect during working hours in the country's seven time zones. In some cases, however, the complainant may fail to provide all relevant information, thus making it necessary for the officer receiving the complaint to communicate with him again in order to obtain additional details or supporting documents.

Complaints submitted by referral are those which are first received by another federal authority (or even a provincial authority) and subsequently brought to the Commissioner's attention. It should be

added that the Commissioner occasionally agrees to investigate complaints concerning federal institutions voiced in letters appearing in newspapers.

TABLE 6. Origin of Complaints—1973-74 (21 months)

Newfoundland	6	0.3%
Prince Edward Island	2	0.2%
Nova Scotia	31	1.9%
New Brunswick	72	4.4%
Quebec	450	27.2%
Ontario	898	54.2%
Manitoba	31	1.9%
Saskatchewan	28*	1.7%
Alberta	82	5.0%
British Columbia	44	2.2%
Yukon and Northwest Territories	1	0.1%
Other countries (Belgium, France, South Africa, United States)	10	0.9%
	1,655	100.0%

*One of the 28 files contained 91 complaints of the same type, submitted by different persons.

TABLE 7. Origin of Complaints (cumulative)

	1970-73 (36 months)		1973-74 (21 months)		Total	
		%		%		%
Newfoundland	3	0.2	6	0.3	9	0.3
Prince Edward Island	18	1.0	2	0.2	20	0.6
Nova Scotia	33	1.8	31	1.9	64	1.8
New Brunswick	94	5.0	72	4.4	166	4.7
Quebec	463	24.7	450	27.2	913	25.9
Ontario	713	38.0	898	54.2	1,611	45.7
Manitoba	227	12.1	31*	1.9	258	7.3
Saskatchewan	96	5.1	28*	1.7	124	3.5
Alberta	164	8.7	82*	5.0	246	7.0
British Columbia	41	2.2	44	2.2	85	2.4
Yukon and Northwest Territories	3	0.2	1	0.1	4	0.1
Other countries (Austria, Belgium, Britain, Chile, France, Pakistan, Senegal, South Africa, United States)	14	0.1	10	0.9	24	0.7
	1,869	100.0	1,655	100.0	3,524	100.0

*During the second period, the number of complaints from the Prairie provinces decreased appreciably: a number of complaints concerning the Department of Manpower and Immigration and the Canadian Broadcasting Corporation had been submitted during the first period.

The fact that a considerable number of complaints originated in Ontario is largely due to the fact that this province includes a significant part of the National Capital Region (to date only "bilingual district"), where most of the federal departments and agencies have their headquarters. The inhabitants of this region, whether they are federal employees or not, are more aware of the problems inherent in bilingualism and are consequently more strongly motivated to invoke the Official Languages Act.

TABLE 8. Receipt of Complaints—Distribution by Month (1973–74)

		Number of Complaints Received during Month	Cumulative Total
1973	April	88	88
	May	113	201
	June	86	287
	July	78	365
	August	76	441
	September	83	524
	October	83	607
	November	64	671
	December	44	715
1974	January	80	795
	February	71	866
	March	108	974
	April	98	1,072
	May	87	1,159
	June	66	1,225
	July	70	1,295
	August	45	1,340
	September	79	1,419
	October	92	1,511
	November	63	1,575
	December	80	1,655

*Complaints Concerning Specific Federal Institutions—1973-74
(21 Months)*

TABLE 9. Language of Complainants

French	1,216 (84%)
English	225 (16%)
	1,441 (100%)

During the 1972-73 fiscal year, of 834 complaints concerning specific federal institutions, 607 had been submitted by French-speakers and 227 by English-speakers. The percentage of French-speakers thus rose from 73 to 84, while the percentage of English-speakers dropped from 27 to 16. It should be mentioned that during 1972-73 more than a hundred files were opened relating to complaints received from English-speaking public servants concerning the designation of bilingual positions in Winnipeg and Edmonton by the Department of Manpower and Immigration. On the other hand, during 1973-74, only a single file was opened for 91 complaints concerning the Canadian Broadcasting Corporation submitted by some Saskatchewan French-speakers.

TABLE 10. Nature of Complaints Investigated

Language of Service	1,169	(88%)
Language of Work	161	(12%)
	<hr/> 1,330*	<hr/> (100%)

*In most cases, the institution concerned was notified of the impending investigation, in compliance with Section 27 of the Act. A number of these files were still active on January 1, 1975.

TABLE 11. Federal Institutions Cited in Complaints

	1970-73 (36 months)	1973-74 (21 months)	Total
Agriculture	15	14	29
Air Canada	109	117	226
Atomic Energy of Canada Ltd.	2	2	4
Auditor General	1	2	3
Bank of Canada	3	2	5
Canadian Broadcasting Corporation	177	75	252
Canadian Consumer Council	0	1	1
Canadian Film Development Corporation	0	1	1
Canadian International Development Agency	5	7	12
Canadian Livestock Feed Board	0	1	1
Canadian National Railways	87	90	177
Canadian Overseas Telecommunications Corporation	0	1	1
Canadian Pension Commission	1	2	3
Canadian Radio-Television Commission	4	5	9
Canadian Transport Commission	3	2	5
Canadian Wheat Board	2	1	3
Central Mortgage and Housing Corporation	7	7	14
Chief Electoral Officer	17	18	35
Commissioner of Official Languages	4	2	6
Communications	17	16	33
Company of Young Canadians	1	0	1
Consumer and Corporate Affairs	10	13	23
Crown Assets Disposal Corporation	0	2	2
Defence Construction (1951) Ltd.	0	3	3

Federal Institutions Cited in Complaints (Continued)

	1970-73 (36 months)	1973-74 (21 months)	Total
Economic Council of Canada	1	1	2
Energy, Mines and Resources	10	15	25
Environment	25	40	65
External Affairs	22	19	41
Farm Credit Corporation	2	0	2
Federal Court	2	1	3
Federal Electoral Boundaries Commission for Ontario	1	0	1
Finance	2	2	4
Food Prices Review Board	0	1	1
Governor General	0	2	2
Indian Affairs and Northern Development	26	23	49
Industry, Trade and Commerce	11	16	27
Information Canada	14	21	35
Insurance (Department of)	3	0	3
Joint Parliamentary Committee on the Constitution	2	0	2
Justice	3	5	8
Labour	3	6	9
Manpower and Immigration	160	93	253
Medical Research Council	0	1	1
Metric Commission	0	2	2
Ministers' Offices	1	0	1
National Arts Centre	4	11	15
National Capital Commission	12	30	42
National Defence	68	75	143
National Film Board	3	5	8
National Harbours Board	1	2	3
National Health and Welfare	31	32	63
National Library	4	4	8
National Museums	17	13	30
National Research Council of Canada	11	14	25
National Revenue—Customs and Excise	40	34	74
National Revenue—Taxation	44	43	87
Northern Canada Power Commission	2	0	2
Northern Transportation Co. Ltd.	1	1	2
Olympic Coins 1976	0	1	1
Parliament	24	19	43
Polymer (Polysar)	2	0	2
Post Office	106	156	262
Privy Council Office	1	1	2
Public Archives	3	5	8
Public Service Commission	66	79	145
Public Works	23	29	52
Regional Economic Expansion	10	8	18
Royal Canadian Mint	5	0	5
St. Lawrence Seaway Authority	0	3	3
Science Council of Canada	4	1	5
Science and Technology	1	1	2
Secretary of State	41	30	71
Solicitor General	0	1	1
(1) Royal Canadian Mounted Police	29	34	63
(2) Canadian Penitentiary Service	16	8	24
(3) National Parole Board	6	5	11

Federal Institutions Cited in Complaints (Continued)

	1970-73 (36 months)	1973-74 (21 months)	Total
Statistics Canada	85	13	98
Supply and Services	20	31	51
Supreme Court of Canada	0	1	1
Tax Review Board	1	0	1
Transport	68	55	123
Treasury Board	9	14	23
Unemployment Insurance Commission	29	37	66
Urban Affairs	1	2	3
Veterans Affairs	8	10	18
Yukon Territorial Government	1	1	2
	1,550	1,441	2,991

The nine institutions that "earned" the greatest number of complaints form the following honour roll:

	Since April 1, 1970 (57 months)		1973-74 (21 months)	
	Number	Rank	Number	Rank
Post Office	262	1	156	1
Air Canada	226	4	117	2
Manpower and Immigration	253	2	93	3
Canadian National Railways	177	5	90	4
Public Service Commission	145	6	79	5
National Defence	143	7	75	6
Canadian Broadcasting Corporation	252	3	75	6
Transport	123	8	55	8
National Revenue (Taxation)	87	9	43	9

It should be noted that the federal institutions that were the subject of the greatest number of complaints during the 1973-74 period are those which generally have frequent contact with the public:

- The Post Office Department operates about 10,000 offices throughout the country;
- Air Canada, Canadian National Railways and the Department of Transport serve hundreds of thousands of travellers;
- The Department of Manpower and Immigration and the Department of National Defence serve a large clientele and have a sizeable staff; there were therefore a number of complaints concerning the language of service and the language of work;
- The Public Service Commission deals with federal employees and candidates for employment in the Public Service;
- The Canadian Broadcasting Corporation has not yet met the needs of French-speaking minorities; and

(f) The Department of National Revenue (Taxation) sometimes aggravates taxpayers' pain by not always communicating with them in the official language of their choice.

The quality of the co-operation received from these departments and agencies by the Office of the Commissioner during the investigation of complaints varies from ratings of excellence to mediocre, as can be seen in the evaluations that appear later in this report. A comparison of the two periods reveals a certain continuity in the position occupied on the honour roll, with three exceptions: Air Canada moved from fourth place to second, because its directives regarding bilingualism were not followed sufficiently; the Department of Manpower and Immigration dropped one place lower, since in 1972-73 more than a hundred complaints had been submitted concerning the designation of bilingual positions in Winnipeg and Edmonton; the CBC markedly improved its position, owing to the fact that before April 1, 1973 the Complaints Service had opened about 200 files on complaints made by French-speaking minority groups in Saskatchewan and Alberta, while in 1973-74 a single file was opened containing 91 complaints originating in Zenon Park, Saskatchewan.

TABLE 12. Complaints Concerning Specific Federal Institutions from Federal Employees (as Federal Employees), Including Employees of Crown Corporations and Members of the Armed Forces—1973-74 (21 months)

French-speakers	73 (54%)
English-speakers	61 (46%)
	<hr/> 134 (100%)

Most complaints submitted by federal employees (as federal employees) concerned the language of work. Table 13 indicates the nature of the complaints that may be included under this heading. Some of the complaints, however, related to discrimination problems: in such cases the complainant was advised to address his grievance to the Anti-discrimination Branch of the Public Service Commission.

TABLE 13. Nature of Complaints Concerning Specific Federal Institutions from Federal Employees (as Federal Employees)—1973-74 (21 months)

	French-speakers	English-speakers
Language tests	3	8
Language courses	3	30
Competitions, appointments, duties, designations of language requirements	29	19
Working conditions	51	6
	<hr/> 86	<hr/> 63

The number of French-speakers and English-speakers in tables 12 and 13 is not the same, because some complaints on behalf of federal employees (as federal employees) were submitted by persons other than federal employees. Subsequent to directives issued by Treasury Board during the 21 months covered by the present report, it is understandable that a greater number of English-speakers than French-speakers complained of not being able to enrol in language courses—for example, those who were participating in cyclical French courses had to yield priority to those occupying positions that had been designated bilingual. On the other hand, a number of French-speakers complained that the Public Service Commission did not respect their language preferences during interviews on the occasions of competitions. Several English-speakers protested the fact that their positions had been identified as bilingual by their department and Treasury Board. With regard to working conditions, the majority of French-speaking complainants did not like, for example, to have memoranda sent to them in English. A number were employed in French-language units but were unable to communicate in French with the head office or with other regional offices in their department.

*Complaints Not Concerning Specific Federal Institutions—
1973-74 (21 months)*

TABLE 14. Breakdown by Categories

Bilingualism policy	2*
Education	23*
Foreign government	1
Members of Parliament	8
Municipal governments	8
Private enterprise	89
Provinces	52
Public service unions and associations	9
Telephone companies	22
	<hr/> 214

* The Office's Secretariat also answered many requests for information on these topics.

Most of the complaints listed in Table 14 were referred to the appropriate authorities. In a number of cases, the latter informed the Commissioner of the nature of the replies which they had sent directly to the correspondents, or which they wished the Commissioner to transmit to them.

e) How We Are Saving Paper This Year

The reader of the Third Annual Report will have noticed the variety of subjects involved in the complaints investigated during the 1972-73

fiscal year; although 109 summaries had been omitted from the list of complaints concerning specific federal institutions, the reading matter was nevertheless abundant.

In the present report—even though it covers 21 months of activities—certain specific criteria were applied to limit the choice of summaries.¹ First, there are summaries of complaints which resulted in the formulation of recommendations. During the 21 months, the Complaints Service, in the course of investigating 149 complaints, made 184 recommendations relative to 38 federal institutions. These complaints may be classified in the following manner: 123 concerned the language of service and 26 concerned the language of work. Six complaints involving four institutions resulted in recommendations which were still under study on January 1, 1975. The Commissioner's recommendations were brought to the attention of the Clerk of the Privy Council, who in turn referred them to the Treasury Board.

In the next category are summaries of complaints which did not result in recommendations but are likely to interest the reader for a variety of reasons:

(a) admissible complaints in response to which the Commissioner or his officers gave effective personal assistance to a specific individual, either to improve his working conditions or to obtain a service;

(b) inadmissible complaints where a referral or intervention on the part of the Commissioner had results which contributed to the advancement of institutional bilingualism in the provinces or in private enterprise;

(c) complaints where the interpretation of a section of the Act is clarified, the scope of a section is broadened, or a new dimension is considered. Such cases are rather uncommon, since most complaints of this nature resulted in recommendations;

(d) noteworthy complaints about the language of work, particularly those which concern oral and written communications between federal employees; and

(e) complaints that have given rise to significant reforms indicative of initiative on the part of certain departments and agencies.

Complaints of which summaries do not appear are mentioned briefly in small type under the heading of each department or agency; the entry gives the file number, a concise description of the nature of the complaint, the place where the complaint originated and the result of the Commissioner's intervention. The terminology used in describing this result requires further explanation.

(a) *corrective measures*: in a great number of cases, the federal institution concerned made the decision to correct the situation as soon as the complaint was brought to its attention;

¹ A summary is prepared when a file is closed.

(b) *withdrawal*: in a few rather rare cases, the complainant withdrew his complaint or did not respond to a request for information essential to the investigation;

(c) *unfounded*: the Commissioner, after examining the versions of the complainant and the institution concerned, came to the conclusion that there had been no infringement of the Act;

(d) *explanations*: here, the institution concerned attempted to explain why it had not respected what the complainant or the Commissioner considered to be requirements of the Act. In some cases, these explanations were valid. In others, they amounted to excuses based on oversight, omissions or errors; this was too often the case with Air Canada, which, although it had a bilingual capacity, had failed to make use of it on numerous flights;

(e) *special study*: in some cases, when the complaint dealt with a situation already being examined by the Special Studies Service, the investigation was conducted jointly by the two services;

(f) *referral*: when the complaint was clearly beyond the Commissioner's terms of reference, it was referred to the appropriate provincial, municipal or other authorities; and

(g) *service rendered*: even though the complaint was inadmissible, the Commissioner sought to help the correspondent find a solution to his problem; it might, for example, be a matter of "helping out" a federal employee who had a grievance against the implementation of the bilingualism programme.

B. A Bilingual Beadeker for the Hurried, and Possibly Worried, Gourmet

The following gastronomic guide seeks to help the hungry lover of languages to digest quickly the tasty or foul dishes of this year's most prominent establishments on the B. and B. menu.



Superb cuisine for the most discriminating of bilingual palates.

(Unfortunately, none of the restaurants visited this year deserved three stars, our symbol for excellence in bilingual gastronomy. The recipes that certain master chefs are concocting, however, allow us to hope that next year some of Ottawa's more elegant watering holes may well merit this dubious and arbitrary distinction.)



Good all-round fare, with several outstanding French and English dishes. If time permits, worth a furtive little side-trip.

Central Mortgage and Housing Corporation

Farm Credit Corporation

National Arts Centre

National Capital Commission

National Defence

National Library

Public Service Commission

Secretary of State



Unpretentious, solid linguistic nourishment, but don't ask for anything fancy.

Chief Electoral Officer

Indian Affairs and Northern Development

Information Canada

Manpower and Immigration

National Museums of Canada

National Revenue (Taxation)



Generally bland meals for the diet-conscious: possibly helpful for the ulcer-afflicted, but hardly for the connoisseur.

Agriculture

Communications

External Affairs
Environment
National Research Council
Parliament
Supply and Services
Treasury Board
Unemployment Insurance Commission



Bilingual service à la Cafeteria—an erratic level of culinary performance, depending on the chef's whims.

Air Canada
Canadian Broadcasting Corporation
Canadian National
Industry, Trade and Commerce
National Health and Welfare
National Revenue (Customs and Excise)
Royal Canadian Mounted Police
Statistics Canada



Greasy spoons with a bitter aftertaste of bilingual sour grapes. Avoid at all costs, unless you're heavily equipped with Tums and/or Bromo Seltzer.

Post Office
Public Works
Transport

C. The Top Thirty on the B. and B. Hit Parade (from Rocketman to Rock Bottom)

The following pages offer frank, but one hopes friendly, assessments of 34 departments and agencies whose dealings with us in complaints, special studies and other contacts gave us enough information to hazard a rough judgement on their linguistic zeal. The part on each institution begins with a capsule "evaluation" in italics, and continues with more supporting evidence than the average reader may care to peruse but which may prove useful to specialists in Parliament and in the institutions themselves.

AGRICULTURE—"Green, Green, the Grass is Green"

EVALUATION

The Department has avoided many complaints by its sustained toil in tilling the fields of bilingualism. It quickly weeded out the 14 complaints made against it, and has partly implemented the only remaining recommendation (about forms) resulting from our special study (Third Annual Report 1972-73) of the Moncton district office. Nevertheless, certain complaints against the Institute of Veterinary Research in Hull suggest that the Department might try artificial insemination in preparing a more fertile womb to implant French as a language of work. A systematic study, recently launched, of the Department's whole national operations should allow a much more interesting assessment next year than the above somewhat random harvest.

Forms designed for external use at the Moncton district office were now bilingual and those used internally would be bilingual by March 1976. Meanwhile, our Office has launched a new special study of the Department of Agriculture. This study will examine the whole department on a national basis and will seek to determine the extent to which it meets the requirements of the Official Languages Act with respect to both language of service to the public and language of internal communication.

COMPLAINTS

File No. 1706—"The Diseases and Plagues"

A correspondent drew the Commissioner's attention to Regulation 38 of the Pest Control Products Regulations which came into

force on 25 November 1972: it called for the information on every label of such products to be in either the English or the French language or both. The writer was of the opinion that, to protect Canadian consumers and to comply with the provisions, spirit and intent of the Official Languages Act, the regulations should require either the labels to be bilingual or else one to be affixed in English and one in French.

The Department of Agriculture stated that the present Regulation 38 was carried over from the old regulation governing language of labelling requirements and would be superseded when new regulations under Section 18 of the Consumer Packaging and Labelling Act, administered by the Department of Consumer and Corporate Affairs, were promulgated. It added that such regulations were apparently in a draft stage and that it was not expected that bilingual labelling would be a requirement of the Consumer Packaging and Labelling Act until 1975.

The Commissioner asked the Department of Consumer and Corporate Affairs about the status of the proposed Consumer Packaging and Labelling Regulations and learned that the draft regulations were being discussed with consumer and trade associations. He also learned that the effective date for bringing labels into full compliance with the new regulations, including the proposed bilingual labelling requirements, would be some two years after the promulgation of the regulations. However, since the Governor in Council had already made bilingual labelling a mandatory requirement under the Hazardous Products (Hazardous Substances) Regulations, the Commissioner recommended to the Department of Agriculture that Regulation 38 of the Pest Control Products Regulations be amended to provide for mandatory bilingual labelling.

The Department of Agriculture maintained its original position on the matter. Since Regulation 38 of the Pest Control Products Regulations concerned the private sector rather than federal institutions, the Commissioner concluded that its provisions did not contravene the Official Languages Act, and he informed the correspondent accordingly.

File No. 2055—English Folder

A parent complained that the Department had included in a "Student Mailbag", which was sent to thousands of students in English-language schools, a unilingual English folder entitled "We have to get pests before they get us".

The Department informed the Commissioner that the French version entitled "C'est eux ou nous" was to be distributed to CEGEPS and universities in Quebec in September 1973. The Department had delayed distribution because it was unable to obtain mailing lists from these

institutions and had to negotiate with the Quebec departments of Agriculture and Education. In the fall of 1973, the Quebec Department of Education undertook to distribute the folders.

The Commissioner recommended that the Department of Agriculture carefully check its mailing lists to make sure that French-speaking students attending English-language schools (and vice versa) always receive government publications in the official language of their choice.

File No. 2634—Sixteen Memoranda in English

A French-speaking government employee working at the Animal Diseases Research Institute sent the Commissioner copies of 18 memoranda, of which 16 were in English only and two were bilingual. He expressed his concern at such disregard for French-speaking civil servants.

The Department first acknowledged the right of French-speakers to be served in their own language. It then added that it was not always convenient to wait for the official translation when urgent notices had to be sent to employees, but that normally notices were sent in both official languages.

Meanwhile, the Commissioner had received further copies of memoranda in English only and pointed out to the Department that these did not seem to deal with urgent matters.

He therefore recommended that the Department take the necessary steps to ensure that messages addressed to all personnel be distributed at the same time in both official languages.

The Department reported that it had taken such steps, in accordance with its policy on bilingualism. The Deputy Minister of Agriculture had issued directives on the subject to all Department heads.

File No. 3103—Brochures Not Available in French

A French-speaking person informed the Commissioner that a number of works published in 1973 by the Department's Economics Branch were not available in French. Among others, he cited the brochures entitled *Selected Agricultural Statistics for Canada* and *The Tender Fruit Industry in Canada*.

The Department first indicated to the Commissioner that after the brochure entitled *Selected Agricultural Statistics for Canada* had been sent to the translation service, a part of the text had been lost, a breakdown in communications had occurred and in the end the French version had never been completed. By the time this situation became evident, the statistics were already out of date; it was then decided that there was little point in publishing the French version of a brochure which had long been in print in English.

Since a summary of the brochure entitled *The Tender Fruit Industry in Canada* had appeared in both official languages in *Canadian Farm Economics*, the Department had considered it unnecessary to publish a translation of the full text.

The Economics Branch had the same year published a series of studies in English only, entitled *Prairie Regional Studies*. The Department, believing that demand for the publications would come exclusively from the English-speaking public, had concluded that it was unnecessary to have them translated. In support of this position, it pointed out that the officer in charge of answering requests from the public had received no requests from the French-speaking public in this regard.

In spite of the circumstances which had led the Department to decide not to publish the French version of *Selected Agricultural Statistics for Canada*, and considering that the publication in English only of a brochure for public use constituted an infringement of the Official Languages Act, the Commissioner recommended that the Department take all steps necessary to ensure that all documents intended for the public appear simultaneously in English and French. With regard to the public distribution of a summary of the brochure *The Tender Fruit Industry in Canada*, the Commissioner reminded the Department that if it provided French-speakers with an abridgement in French rather than a text equivalent to the English-language publication, it would not be meeting the statutory requirement of equal rights and privileges for the two official languages.

The Commissioner told the Department it had taken the easy way out by maintaining that there was no public demand for the *Prairie Regional Studies* series in French. To comply with the spirit of the Official Languages Act, the Department, like other federal institutions, had to create bilingual services, publicize them and offer them to the public. In this context, the supply in effect creates the demand.

Wishing to conform to the spirit and the letter of the Official Languages Act, the Department informed the Commissioner that:

- 1) The brochure *Selected Agricultural Statistics for Canada* had been revised and published in English and French. The 1975 edition would also be bilingual.
- 2) The third printing of *The Tender Fruit Industry in Canada* was available in English and French.

With regard to the *Prairie Regional Studies* series, the Department stressed that the publications dated back to 1966 and were designed to serve as references for work involving specific regions. They were now out of date.

The Department added that in future, it intended to proceed on the principle that unless there were indications to the contrary, it should be presumed that a demand existed.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1582	Ottawa	Language requirements for position of veterinarian at managerial level	Not justified
2099	Ottawa	Street signs are in English only at the Experimental Farm.	Rectified
2120	Montreal	Unilingual English document used to identify inspected merchandise in CN railway cars.	Rectified
2122	Montreal	English reply to a French-speaking correspondent.	Rectified
2153	Ottawa	Lack of representation of French-speaking element among the Veterinary Services.	Explanation offered
2849	Ottawa	The wife of a civil servant claims that her husband's chances for promotion are curtailed because he cannot learn French.	Withdrawn
2859	Ottawa	Language requirements for a position altered after competition announced without corresponding change of closing date.	Rectified
2917	Ottawa	Unilingual English poster displayed in federal building.	Rectified
2927	Ottawa	A bilingual employee claims he is not being promoted because he is the only one in his section that can offer services in French.	Not justified

AIR CANADA—"Come Fly With Me, Come Fly, Come Fly"

EVALUATION

Air Canada has at last taken off for the fun-filled land of official languages, while keeping its corporate safety belt, of course, prudently buckled. Although "getting there is half the fun", members of the public are still flown there, contrary to their linguistic preference, far too often in English, and not nearly enough in French.

In general, Air Canada does not yet offer, except in a hit-and-miss way, its services in both official languages; travellers continue to complain about the absence of person-to-person service in their preferred official language, on the ground and in the air. A large majority of the 101 complaints received during the period under review touch upon unilingual announcements at airports and on flights, and on the absence of service in French at Air Canada ticket counters in different cities. Air Canada tried to explain these complaints by invoking budgetary limits, operational and other constraints posed by collective agreements, staff forgetting to offer service in the second official language, and so on.

In spite of these sombre realities, Air Canada has begun to gear up for reform. Some changes affect bilingual signs, notice boards, printed materials, a variety of language training courses and a few retention programmes, recruiting of bilingual as well as unilingual staff, and in-flight manuals with instructions on bilingualism. A mixed approach of man and machine (tape recordings) for ground announcements was introduced in late February 1975 at a number of airports.

In its efforts toward acquiring suitable staff for providing service to the public, Air Canada has also made progress: out of a thousand flight attendants hired between the fall of 1973 and the spring of 1974, 530 are bilingual; the airline expects that of new recruits hired between the fall of 1974 and the spring of 1975, 80 per cent will be bilingual. Last, but not least, Air Canada states that it expects to have at least one bilingual attendant on all flights by the summer of 1975. This long-overdue assurance, while welcome, still falls unacceptably short of guaranteeing French-speaking passengers (especially in the multi-cabin aircraft making up most of the company's fleet) the same automatic service in their language that English-speaking passengers expect, and get, on virtually all flights.

As further evidence of its commitment to bilingualism, Air Canada (as recently as February 19, 1975) advanced the following: even though "airlines around the world are being buffeted by soaring costs—particularly for fuel," and in spite of the airline's loss in 1974 "of something in the order of \$9 million," the airline "budgeted approximately \$950,500 for the direct cause of developing institutional bilingualism. Efforts were accelerated during the course of the year and expenditures actually came in at about \$1,108,000. Excluded in these amounts are the 'hidden costs' of doing business in the two languages. For 1975, expenditures are budgeted at about the same level, or well over \$1,000,000." One trusts that such an impressive investment will lead to results less hidden than certain costs.

The company cites employees' lack of co-operation and motivation, and resistance (notwithstanding its efforts to inform employees—see evidence below) as the primary factors responsible for slow progress in implementing several of our special studies and complaints recommendations, particularly those concerning system-wide provision of services automatically in both official languages. As for such allegations that employees could be thwarting Air Canada's efforts to fly faster bilingually, one suspects that if this were indeed true (and nothing proves it is), the fault might lie rather with timid and unimaginative leadership by management. The latter's more open and regular consultations with unions in recent months leave hope that a happier mood for linguistic reform may be developing, with long-term results that should make such discouraging assessments as this one unnecessary.

Air Canada claims that its corporate policy and guidelines recognize that "demand for bilingual service exists at all stations served" by the airline, but the nature of the large majority of the complaints shows that this corporate promise is far from finding full expression—at ticket office and airport counters, and on flights. Somewhere between the corporate policy and the front lines of operations, there seems to be a stumbling block. Even if that is due to the decentralized nature of management, ultimately the headquarters alone is accountable to Parliament.

Ottawa Study

The Commissioner made four recommendations to Air Canada as a result of this study in 1970. These recommendations covered the bilingual appearance of premises and publicity, bilingual flight announcements, and the provision of service in both official languages at Air Canada airport counters and ticket offices in the Ottawa region. Air Canada reported in June 1973 that it considered all four recommendations implemented. A follow-up tour of Canadian airports in October 1973 confirmed that signs at Ottawa International Airport were bilingual, but announcements were not always made in both official languages. As a result of the staff collective agreement made in December 1973, Air Canada now has personnel available to make flight announcements in both official languages.

Despite Air Canada's belief that all four recommendations were implemented, complaints were received relating to lack of service automatically in both official languages at both the Ottawa ticket office and the Ottawa International Airport, and the display of a unilingual notice at the latter.

London and Paris Airports Study

Few recommendations were made as a result of a 1972 study of Air Canada's compliance with the Official Languages Act at airports in London and Paris and, by November 1974, few were fully implemented. With regard to the two recommendations concerning visual aspects of bilingualism, the corporation reported that Air Canada signs and inscriptions at both airports were bilingual and that directives from headquarters regulated their approach to the implementation of the second recommendation that, by June 1972, printed matter emanating from Air Canada or other Canadian federal institutions be displayed in both official languages.

Air Canada stated that service to the public in both official languages at all public contact stations at Heathrow airport was available on request. Unless service is provided automatically in both official languages, equality of status of both languages cannot be respected. Although an additional ten Air Canada employees at Heathrow received language training in 1974, the linguistic competencies of agents remained undetermined.

Telephone identification and listings in both official languages still poses problems for Air Canada. The corporation instructed employees to greet callers in both official languages, but as local clients complained, this practice was discontinued. Air Canada requested telephone listings in both French and English in Paris and London directories; such listings will appear in the next edition of the Paris telephone directory, but the corporation stated that it had been unable, so far, to obtain approval for bilingual listings in London.

Headquarters Study

This Office made 34 recommendations to Air Canada in May 1972 resulting from a study of the corporation's systemwide implementation of its bilingual programme. Air Canada cited employees' lack of cooperation and motivation as the primary factors responsible for slow progress in implementing several of the Commissioner's recommendations, particularly those involving systemwide provision of services automatically in both official languages. The corporation made attempts to comply with the recommendation that every effort be made to develop attitudes and create an environment conducive to Air Canada's full compliance with the Official Languages Act. To this end, meetings with airline unions were held, language courses were provided, basic training courses and special courses for "incharge" flight personnel stressed employees' obligations under the Act. In addition, the internal newsletter *Horizon*

published a synopsis of the corporation's bilingual policy, guidelines for its implementation, and other related articles and information to stimulate employee cooperation. Air Canada stated that, a great deal of resistance seemed to thwart corporation plans and procedures for implementing our recommendations. Full implementation of all recommendations will depend, to a large extent, on Air Canada management's ability to instill a more positive attitude in its employees.

Though Air Canada reported that it had large numbers of bilingual staff, deployment of personnel did not result in systemwide availability and provision of service to the public in both official languages, nor did bilingual employees offer service to the public automatically in English and French. Air Canada identified bilingual positions at each base and office for almost all staff categories, although the language competence of some categories remained unknown. No specific inducements were offered to bilingual employees to transfer to locations where a capacity in both official languages was required, nor has Air Canada arrived at a system for ensuring that flights have the necessary bilingual capacity to serve the public in both languages. Air Canada obtained union agreement to have 100% bilingual coverage on internal Quebec flights, and at least one bilingual attendant on all domestic flights and on several international services originating, transiting or terminating in Montreal and Ottawa; a bilingual capacity on all such flights was not, however, always provided. Air Canada stated that it expected to have at least one bilingual attendant on all its flights by summer 1975. This "at-least-one" standard does not seem to be the solution; complaints show that, in spite of all efforts, in-flight complements frequently turn out to be totally unilingual, invariably English. Also, one bilingual flight attendant can face delightful difficulties trying to be in two or three sections of the aircraft at the same time.

Air Canada has made progress in its recruitment of bilingual staff and maintained that it had experienced no difficulties. Between Fall 1973 and Spring 1974, 530 out of a thousand flight attendants hired were bilingual and Air Canada expected 80% of the new recruits hired between Fall 1974 and Spring 1975 to be bilingual. The corporation made efforts to recruit bilingual staff in English-speaking Canada, and showed foresight in introducing a pilot project in British Columbia to encourage students to learn French prior to seeking employment with Air Canada. The corporation did not intend to intensify recruitment of bilinguals from Quebec which has the largest supply "without sacrificing its obligation to provide employment opportunities for Canadians from all regions of the country".

Air Canada was slow in responding to recommendations concerning language training but has now introduced a variety of courses for different categories of personnel. The corporation has not yet tested all

self-assessed bilingual employees but plans to do so over the next three years. By 1976, information on language competence will be placed in its Personnel Information System. The corporation also established language retention programmes in a few locations and intends to have them in other locations throughout Canada during 1975.

With regard to the more visual aspects of bilingualism, this Office recommended that, by November 1972, all public use forms be rendered bilingual; Air Canada reported that this would be completed in 1975. At all locations in Canada the target date for rendering signs bilingual was March 1973; as of November 1974, a few signs remained unilingual as did a few rubber stamps and calling cards. Air Canada reported that "published invitations to tender are now bilingual and all subsequent documentation is processed bilingually", and that all public relations material is published in both official languages. The corporation stated that advertising and promotional material is produced in the language of the market to which it is addressed.

Air Canada reported progress in the field of translation, with permanent translators based in various Canadian locations; it is not certain, however, whether staff members who are not trained translators continue to undertake translation over and above their normal duties.

Recommendations covering public-contact aspects of bilingualism needed much more attention. Air Canada's monitoring system revealed that airport announcements were made in both languages when airports were adequately staffed with bilinguals, and that in-flight announcements were consistently made in both languages. Follow-up visits by my colleagues in November/December 1974 and evidence in the form of complaints, pointed to the contrary. Indeed, owing to the large volume of complaints in this area, in June 1974 we recommended the use of recorded bilingual announcements. Air Canada accepted this practice for Western region where a shortage of bilinguals existed, and on certain types of aircraft. (For more details on this recommendation see summary below.)

Air Canada experienced difficulty in implementing the recommendation relating to telephone identification and information; although the company instructed employees to answer the telephone in both languages, it could not guarantee that they would do so. Rather than teach unilingual employees phrases in a second language enabling them to transfer calls to agents with the second language capability, Air Canada preferred to send the maximum number of employees on language training; the corporation believed this method would also develop a more positive and co-operative attitude towards bilingualism. Although Air Canada finds this alternative method more satisfactory, the fact

remains that members of the public are still experiencing difficulties in obtaining telephone services in both official languages in a number of locations.

Moncton Study

Our *Third Annual Report* indicated that by September 1973 Air Canada had implemented eleven of the seventeen recommendations made as a result of the 1972 Moncton study. By November 1974, the corporation had implemented two more recommendations relating to the provision of signs, notices, badges, etc., in both official languages, and the encouragement of public-contact staff to take second-language training.

Two recommendations dealing with service to the public require further attention. Air Canada considered implemented the recommendation that staff at Moncton District Office initiate contact spontaneously with clients in both official languages. Where a client's name is known, it is used as a basis for language of service; this has not, in the past, proved a fool-proof method for determining a client's preferred official language. Service to the public in both official languages in Air Freight was recommended, but Air Freight had only one bilingual clerk out of four clerks. Air Canada expected to implement this recommendation during 1975.

The two remaining recommendations relate to telephone contact with the public; progress towards implementation reflected the stand taken by Air Canada Headquarters vis-à-vis this subject (as described previously in this section).

COMPLAINTS

File Nos. 1607, 2023—Albert Street Office in Ottawa

A French-speaking person informed the Commissioner that an employee at Air Canada's Albert Street office in Ottawa had called out only in English the numbers which determined the order in which clients were served. Some time later, another French-speaker made an identical complaint.

Concerning the first complaint (File No. 1607), Air Canada told the Commissioner that eight of the eighteen employees in the Albert Street office who had contacts with the public were bilingual and called out the numbers in English and French; the corporation asked the unilingual employees to do the same, and supplied cards indicating the

correct phonetic pronunciation of French numbers. Unfortunately, the results were disappointing because the unilingual English employees were afraid passengers would think that they were bilingual. The corporation had therefore given a bilingual hostess the job of repeating the numbers in French during rush hours. The corporation added that a recent union agreement had established that 15 bilingual employees were required at this office, and said that this objective would be reached in two or three years.

The Commissioner replied that giving the bilingual hostess the job of repeating the numbers in French during rush hours only was not sufficient since another complaint (File No. 2023) had been registered concerning this matter. He therefore recommended that the necessary steps be taken to ensure that, at all times, at least one employee was available to repeat the numbers in acceptable French. In addition, the Commissioner urged Air Canada to try to attain its goal of having 15 bilingual employees at this office within a shorter period of time than anticipated.

Air Canada replied that an additional bilingual employee had been added to the Albert Street office since 18 April 1973 and that it intended to increase the number of bilingual employees regularly through recruitment, transfers and language training. With respect to the Commissioner's recommendation, the corporation stated that, as of 1 October 1973, a bilingual hostess would be stationed near the entrance in the Albert Street office during business hours. Her job would be to guide customers to counter employees able to serve them in the official language of their choice. The corporation added that a similar arrangement had already been put into effect at its Montreal office and that the results had been excellent.

The Commissioner was satisfied with the action taken by Air Canada and closed the files.

File Nos. 1622¹, 2070, 2182, 2199, 2366, 2383, 2409, 2462—Sudbury

The Commissioner received numerous complaints about lack of bilingual services on flights between Toronto and Sudbury, about the availability of newspapers and magazines in the French language on such flights and about reservation and counter service at Sudbury.

With regard to in-flight services, Air Canada recognized that these should be available in both official languages whenever possible. The corporation maintained, however, that it could not deploy personnel as it wished due to union seniority and priority rights. However, it had negotiated the right to assign at least one bilingual person to each flight crew.

1. The Commissioner made recommendations in relation to File No. 1622.

Company policy was that flight announcements be made in both official languages when bilingual staff was available. It was also experimenting with the use of taped announcements on its 747 flights and hoped eventually to introduce pre-recorded announcements on other types of aircraft. (In June 1974, the Commissioner made several recommendations in this regard [see page 80].)

With respect to the availability of reading material in French, the company replied that flights were provided with newspapers from the point of origin of the flight. Since no French daily newspaper was published in Toronto or Sudbury there were only English-language newspapers on board. Concerning magazines, both French- and English-language ones were placed on all flights, but in varying quantities according to the estimated readership. However, it sometimes happened that passengers inadvertently took magazines with them when they left the plane; according to the company, this might account on occasion for a lack of reading material in French.

With regard to bilingual reservation and counter service, Air Canada replied that although no permanent personnel at the city ticket office was bilingual, several employees at the reservation office were, and two others were taking language training. It stated that normally one of the bilingual reservation agents relieved one of the ticket office staff when necessary.

The Commissioner expressed considerable dissatisfaction with Air Canada's reply. He pointed out that although the corporation claimed to have bilingual personnel at its reservation office in Sudbury, none had been on hand when the complainant telephoned, according to the corporation's own admission. He stated that in a city whose French-speaking population numbered 63,800—more than a third of the grand total, according to the 1971 Census—it was really inexcusable that French-language service was not automatically available. Consequently, he recommended that:

- 1) at Air Canada's city ticket office in Sudbury service be offered in both official languages at all times; and
- 2) at Air Canada's telephone reservation office in Sudbury service be offered in both official languages at all times.

The Chairman of the Board of Air Canada replied to the Commissioner's recommendations. He explained that personnel at the city ticket office were members of the union (CALEA¹) and, in accordance with binding union agreements, could not be transferred solely for language reasons. Since Air Canada believed that the volume of business did not warrant hiring additional personnel, the only immediate

1. Canadian Air Line Employees' Association.

solution appeared to be to provide adequate language training. However experience had shown that it required approximately five hundred hours of courses to provide persons having only a very elementary knowledge of French with a sufficient knowledge of the language to be of use to them in their work. The corporation stated that it intended to insist, in future negotiations, that it should be allowed to meet the requirements of the Official Languages Act whenever personnel were in public-contact positions.

In the meantime, the solution put into effect by the director at Sudbury—that of offering the services of bilingual employees at the reservation office or at the airport as required—seemed the most logical. Moreover, as a result of internal committee recommendations, the deployment of personnel at the reservations office had been changed with a view to ensuring the presence of one bilingual employee on every shift, both day and night. In conclusion, the Commissioner's first recommendation was subject to the success of negotiations with the union and the second had already been put into effect.

The Commissioner, in turn, advised the Board Chairman he was pleased to learn that his second recommendation had already been implemented, and that he hoped the negotiations with the union would result in Air Canada's being able to provide service to the public in both official languages at all times.

The Commissioner informed the complainants that he deplored the fact that occurrences of the type they described were still common. He told them that over the past four years he had made well over fifty recommendations to Air Canada concerning the provision of bilingual services. He did not doubt that the situation was slowly improving, though, in his view, far too slowly. He assured them that he would continue to press hard until bilingual services were available throughout Air Canada's network.

File No. 1930—Regrets, Apologies and Deep Sorrow

A French-speaking person from Ottawa wrote to the Commissioner concerning a series of complaints against Air Canada and sent a copy of the letter to the president of the corporation. He alleged that:

- 1) On a trip he made to Haiti the information clerk at Miami International Airport where he had to change planes could speak no French, nor could any of the other ground personnel.
- 2) On a second trip, this time to Cuba, the information clerk at Toronto International Airport could not speak French nor could any of the flight crew. All communications and announcements were in English only. This was all the more irritating as the crew on the return trip from Cuba were properly bilingual.

3) The Ottawa office of Air Canada had only some bilingual personnel, with the result that a French-speaking client must wait an unduly long time to be served or consent to be served in English.

4) All the direction and information signs at Toronto International Airport were in English only.

Air Canada sent the Commissioner a copy of the letter it had addressed direct to the complainant. The letter contained the corporation's "regrets" five times, its "apologies" three times and its deep "sorrow" once.

At Miami Airport there had been three bilingual passenger agents on day-shift and one on night-shift, and the two supervisors also spoke French.

At Toronto International Airport approximately 15% of the passenger agents were bilingual and the complainant should have received assistance in French.

It was true that the charter flight to Havana had only English-speaking crew on board.

At the Ottawa office there was bilingual staff available at all times and a bilingual hostess-receptionist at peak hours, but it was true that more bilingual personnel was required. However, union contracts concerning recruiting and hiring were binding and negotiations were taking place at that time with the union to improve bilingual capacity.

With regard to the signs at Toronto International Airport, the corporation was awaiting delivery of bilingual ones.

The Commissioner advised the complainant that he had exerted, and would continue to exert, pressure on Air Canada to improve its service in both official languages, and had already made formal recommendation to the corporation concerning the signs at Toronto International Airport, the service at the Ottawa office, the in-flight personnel, and even the service at Miami International Airport. He added that he had met with senior management personnel on several occasions with a view to finding more efficient ways of implementing the requirements of the Official Languages Act in the corporation's operations.

File No. 2052—Unilingual Advertisement

A parent from Ottawa sent the Commissioner a unilingual advertisement prepared by Air Canada and Canadian National, which was included in material sent to secondary school students in an envelope marked "Mailbag".

Air Canada informed the Commissioner that the advertisement had been published by the Youth Travel Club of Canada whose head office was located in Toronto. This agency's only connection with Air

Canada was the permission given it by the company to sell its Youth Plan card. Air Canada further stated that all revenue from the sale of these cards went to the Club. The Air Canada and CN advertising consisted of a promotional folder and a blank application for membership in the plan. These two items, available at sales counters, were printed in English on one side and French on the other.

The Commissioner recommended that steps be taken to ensure that all printed material sponsored by Air Canada and distributed by it or by any other organization was made available to the public in the official language of its choice.

The Marketing Branch agreed to produce in both official languages all informational material distributed direct to the public by Air Canada or by third parties.

File No. 2265—Jamaica

A French-speaking person stated that he was unable to receive service in French at the Air Canada kiosk and counter at the airport in Kingston, Jamaica. Furthermore, the flight schedule at the counter was in English only.

Air Canada replied that it was true that it had no bilingual passenger agents at the Kingston airport, although two employees knew some French and seemed to be able to manage when the need arose. Furthermore, the Jamaican Government required the hiring of nationals, who were mostly English-speaking, and opposed the transfer of Canadian employees to Jamaica. The Corporation could therefore not assure the Commissioner that there would be noticeable improvement in this regard. However, it would try to make the flight schedule bilingual in the near future.

While recognizing that Air Canada was obliged to recruit its employees mostly from among the Jamaican population, the Commissioner believed that this was not an insurmountable obstacle to institutional bilingualism, even if this meant providing these employees with the language training necessary to perform their duties. The Commissioner also expressed the wish that signs be bilingual as soon as possible.

He therefore recommended that:

- 1) Air Canada signs and notices in Kingston, Jamaica, be completely bilingual by 31 March 1974;
- 2) all printed matter (folders, tags, schedules and so on) be available in both official languages in Kingston, Jamaica, and that they be bilingual by 31 March 1974;

3) Air Canada take immediate steps to provide the travelling public with service in both official languages at all times and at all service outlets in Kingston, Jamaica.

In March 1974, Air Canada replied that:

- 1) all notices and signs belonging to Air Canada in airports and sales offices in the Southern Region, including Kingston airport, were now bilingual;
- 2) all information material was available in both official languages in the Southern Region;
- 3) from September until the end of November 1974, each district would send a number of employees, chosen from among volunteers, to intensive French courses it was giving in Quebec.

The Corporation believed that by the end of 1974 it would be able to serve its customers in the Southern Region in both official languages.

File No. 2275—Security Guards at Dorval

A French-speaker complained that at Montreal International Airport two security guards checking for weapons could not understand French, although the flight in question was for Quebec City. She found such a situation unacceptable.

Air Canada informed the Commissioner that it hired security guards through the Securex agency to examine passengers at various checkpoints in the terminal. The contract between Air Canada and the agency stipulated that at least 80 per cent of the guards hired must be bilingual and that this proportion must always be maintained in forming teams of four to six guards at each checkpoint. Air Canada apologized to the complainant for her unfortunate experience and explained that this had been an exceptional case.

After noting the high percentage of bilingual guards that had to be hired by the Securex agency under the terms of its agreement with Air Canada, the Commissioner recommended that the Crown corporation ensure that the requirement regarding the percentage of bilingual employees be complied with and that unilingual guards learn key phrases such as: "One moment, please" or "Un instant, s'il vous plaît", as the case might be, and ask for assistance from a fellow worker able to speak the customer's language. The complainant, not satisfied with the reply she received, considered the hiring of unilingual English-speaking guards at Montreal International Airport objectionable. In her opinion such a policy did not do justice to the population of Montreal and of Quebec as a whole, most of which is French-speaking. The com-

plainant asked what criterion established the proportion of bilingual guards used in Montreal at 80 per cent, and the proportion of bilingual and unilingual guards employed by security agencies at the Montreal, Toronto, Quebec City and Ottawa airports.

Air Canada sent the Commissioner the following table:

SECURITY GUARDS

	Total number	Bilingual	Unilingual English- speaking	Unilingual French- speaking
Montreal.....	45	100%	0%	0%
Toronto.....	90	30%	70%	0%
Quebec City.....	5	60%	0%	40%
Ottawa.....	38	50%	50%	0%

It also pointed out that a number of English-speaking guards at Toronto spoke other languages, such as Polish and Italian.

The corporation replied that it had not relied on any particular criterion in determining that only 80% of the security guards seemed equitable. In fact, the table showed that this percentage has seemed equitable. In fact, the table submitted showed that this percentage has now reached 100%.

Air Canada added that it would see that the Securex agency implemented the Commissioner's recommendation.

File No. 2310—Terminal 2 in Toronto

The complainant was unable to obtain service in French at one of the Air Canada counters in Terminal 2 in Toronto.

Air Canada apologized for the mistake. It explained that it was facing serious difficulties in deploying its bilingual personnel but expected to be able to improve its service.

The Commissioner recommended that the corporation deploy its staff so as to ensure immediate round-the-clock service in the two official languages at Terminal 2 in Toronto.

Air Canada replied that 45 out of 221 agents working at Terminal 2 in Toronto were bilingual (six more than the minimum set out in the union agreement), and that it still had to test the language abilities of about thirty newly assigned employees. In addition, six unilingual passenger agents were to take an intensive French course in Jonquière, Quebec, from 12 May to 7 June 1974; and from September to

December 1974 about thirty of their colleagues would also have the opportunity of taking the course. Moreover, beginning in the autumn (1974), French courses were to be given at the Terminal itself to all employees at the starting or intermediate level. The corporation was also attempting to work out a retention programme for those who already met the language requirements of their position but who wished to perfect their fluency.

The Commissioner hoped that this language training would make it possible to provide service in both official languages in all positions.

File No. 2467—"I don't speak French"

A French-speaker passing through Terminal 2 at Toronto International Airport asked the person at the information kiosk a question in French. She received the reply "I don't speak French" and the employee turned his back on her.

Air Canada told the Commissioner that it had approximately fifty bilingual employees in Terminal 2. However, because of shift work, holidays and sickness, there were in practice only about nine on duty at any given moment and they were dispersed over a wide area. The airline also said it was trying to negotiate a change in its collective agreement so that it could increase the number of bilingual personnel.

Air Canada had its managers at Toronto remind employees of their obligations under the Official Languages Act and offered its apologies to the complainant for the lack of courtesy shown her.

The Commissioner pointed out that a person wanting information would naturally go to the information kiosk and expect to be answered in the official language of his or her choice. The failure to provide bilingual service at this information kiosk was a breach of the Official Languages Act. The Commissioner recommended, therefore, that the regional customer relations manager should be given clear instructions about providing bilingual service at the information kiosk. He asked to be sent a copy of these instructions.

The Commissioner eventually received a copy of the instructions, which he felt were rather vague. On making further enquiries, he was told that early in 1975 Air Canada would have an interpretation service capable of handling French and foreign languages commonly spoken by passengers using its Toronto facilities.

File No. 2469—Toronto Airport

A French-speaking person complained to the Commissioner that she had been obliged to act as interpreter at Toronto International Airport to help a young couple from France communicate with Air Canada

staff. She alleged that the Air Canada employees had refused to send for a bilingual colleague. She also asked why it was that flights to Montreal were announced in English only, while flights to Frankfurt were announced in German and flights to Rome in Italian.

Air Canada told the Commissioner that the incident had occurred too long ago for it to trace the individuals concerned. (The complainant did not in fact report the incident to the Commissioner until a month after it happened.) The airline said it had reminded its staff at Toronto of their obligations under the Official Languages Act and it offered its apologies to the complainant.

As for the announcements in German and Italian, it explained that these were intended to help passengers who did not understand either French or English. They were made by crew members.

Finally, Air Canada told the Commissioner that it was preparing recorded announcements which it hoped would help to solve the language problem. They would first be used for flights to Toronto and Ottawa. The corporation intended to make extensive use of the system, but this was a long-term project. However, it could not give a date for the implementation of the first phase because of technical problems that had arisen.

The Commissioner told Air Canada that he thought it strange, to say the least, that an organization which depended for its existence on advanced technology should be unable to set a timetable for introducing recorded announcements. He therefore made a formal recommendation that Air Canada should solve once and for all the problem of announcements in French at Toronto International Airport. He set 1 March 1974 as the date by which this should be done.

Air Canada replied early in March that all its flight announcements at Toronto International Airport were being made in both official languages.

File No. 2509—NorOntair

The complainant reported to the Air Canada ticket counter in Sudbury to catch a flight to Sault Ste. Marie. None of the agents at the counter spoke French, and public announcements at the airport were made only in English. On another occasion, when he took the Sudbury-Toronto flight, he again found that service in French was not available at the ticket counter. In addition, there were no French magazines or newspapers on board the aircraft.

Air Canada informed the Commissioner that NorOntair handled the flight from Sudbury to Sault Ste. Marie. Air Canada personnel, however, looked after NorOntair passengers on the ground. At departure

time for the Sault Ste. Marie flight there were two bilingual boarding officers on duty. However, NorOntair had not requested that its flight departure announcements be made in French.

None of the cabin crew on the particular Toronto flight was bilingual. Air Canada obtained a supply of newspapers at stops along the way and since no French daily was published in Sudbury, no French newspapers were put on board aircraft taking off from that airport. Nevertheless, there should have been some French magazines. Air Canada forwarded this complaint to the service concerned.

Having previously made recommendations concerning the availability of bilingual service at ticket counters and of magazines in both languages in sufficient number during flights, the Commissioner reminded the Corporation of its obligations and recommended that it take the necessary steps to ensure service in the two official languages to the NorOntair passengers whom it served on the ground.

Air Canada replied that the necessary steps had been taken, by means of recordings, to have NorOntair announcements at the Sudbury airport made in both official languages. Should additional announcements be necessary, the passenger agents had been instructed to make them in both English and French.

File No. 2514—With Very Few Exceptions

During a trip across Canada a French-speaking person found that he was unable to obtain service in French from Air Canada personnel at the Ottawa airport, the Toronto airport, on the plane between Toronto and Vancouver, at the Calgary airport, at the Vancouver airport (from the baggage clerk and at the ticket and information counters), at the Regina airport, at the Winnipeg airport, on a Toronto-London-Toronto flight, at the London airport, at the Halifax airport and on a flight from Quebec City to Ottawa.

Air Canada replied that service in French was available on request with very few exceptions. It added that it was organizing French courses for its present employees and making an effort to recruit bilingual personnel as far as possible. It had already exceeded its objectives in several cities.

The Commissioner replied that Air Canada's explanations were not acceptable. He told the complainant that he had on numerous occasions emphasized to Air Canada the need to *provide* service in both official languages rather than merely ensuring that it was available "on request". He reminded the corporation that if a client addressed one of its employees in French, this constituted a "request" for service in French. If he could not himself answer that client in French, the employee should then call upon a bilingual colleague. It was essential that the corporation

plan to make systematic checks on the linguistic quality of its services so that it could take any corrective action necessary. The Commissioner told Air Canada that he had trouble understanding, for example, why the complainant had been unable to obtain service in French at the Ottawa airport when there were eight bilingual employees on duty. The Commissioner also pointed out that there was no mention in Section 10 of the Official Languages Act of "local demand" and that the requirements of the Act with respect to passenger service went far beyond the concept of bilingual districts.

The Commissioner sent the complainant a copy of the reply he had received from the corporation and said that he regretted that incidents of this nature continued to occur despite the numerous recommendations he had made to the corporation.

File No. 2870—Dial Another Number

One evening, a French-speaking person dialled the number for Air Canada reservations in Sudbury. A recording in English invited him to dial another number where recorded information was communicated in English only.

The company explained that after office hours, the number for reservations in Sudbury was connected with an automatic bilingual recording. However, since the telephone message was given in English first, it was possible for a person to hang up too quickly and miss the French version.

According to Air Canada, recordings were usually made in both languages. However, it sometimes happened that the company was unable to record the message in French because no bilingual employee was available for this purpose; it apologized to the complainant. The company indicated, in passing, that the number of bilingual agents employed in Sudbury had increased markedly since the end of 1973.

The Commissioner recommended that Air Canada indicate at the beginning of its recorded messages that the recording was bilingual, by using a sentence such as "This is a bilingual announcement (or recording). Ceci est un enregistrement bilingue".

The company replied that it would not adopt the recommendation for the following reasons:

- (1) recorded messages were not necessarily heard by the client from the beginning of the recording;
- (2) the length of the messages was limited, and their content had to be continually monitored. To preface them by the suggested comment would aggravate this problem.

Air Canada pointed out that it always endeavoured to address the public in both official languages and that it saw no need to specify its intention at the beginning of the recording.

The Commissioner did not accept this explanation and informed the complainant that he would mention the company's unfavourable response in his report.

File No. 3156—Unilingual Inscription

A French-speaking resident of Aylmer, Quebec, sent the Commissioner a reply envelope which had come from Air Canada's Winnipeg office. The envelope bore the unilingual inscription: *Credit Card Bureau*.

As the Commissioner had brought similar complaints to the attention of Air Canada in April 1973 and June 1974, he recommended that the company make an exhaustive survey of all printed material intended for public view (letterheads, envelopes carrying a return address, reply envelopes, reply cards, bills, circulars, advertising folders and so forth), weed out all items which did not conform to the provisions of the Official Languages Act and ensure that they were produced in a bilingual format at the earliest date possible.

Air Canada informed the Commissioner that some time ago it had developed a method of systematically inspecting all its forms for the purpose of ensuring that they were available in both official languages or arranging to have them translated; priority would be given to documents seen or used by the public. It added that the majority of its forms, envelopes, bills and so forth were already bilingual and that it expected to complete by June 1975 the translation of those which were still unilingual.

With regard to the envelope which was the subject of the complaint, Air Canada assured the Commissioner that action would be taken to make the necessary corrections.

File Nos. 162-52/A5—"People who need people. . ."

Since 1970, the beginning of the Commissioner's office, numerous complaints against Air Canada have been received and dealt with. Two types of complaint keep recurring. These complaints concern, firstly, the absence of announcements in French on many flights and at airports, and secondly, service in French on flights. In the latter case, it was clear from complaints, that service, instead of being actively offered in French, was often provided only on request, if indeed it was available at all.

Having reviewed this situation on 7 February 1974 with company officials, and with their agreement, but not directly as a reaction to any particular complaint, the Commissioner made the following recommen-

ditions in a spirit of "preventive medicine" to help Air Canada meet some of the longstanding requirements of the Official Languages Act. He recommended that:

1) At all airports in Canada and abroad, where it is not already the case, Air Canada use cassette recordings for departure, arrival and other announcements of public interest; precedence should be given to French in Quebec and in areas where the first language is French, and to English elsewhere, except for Ottawa where some reasonable variation might be devised to reflect the special symbolic character of the National Capital Region;

2) Air Canada extend the use of cassette announcements to all flights. This would cover the situation when at the last moment it is found that flight attendants are all unilinguals. Cassette announcements, in English and French, available to all flights, may be a relatively fool-proof way to help Air Canada meet its system-wide obligations in Canada and abroad;

3) As a complement to Recommendation 2, Air Canada

a) prepare cassette announcements to cover as many as possible situations which can arise during a flight;

b) initiate and bring about, on all aircraft, by October 31, 1974, technical changes, if necessary, to facilitate the installation of cassette equipment or to find ways of hooking up cassettes with in-flight public address systems;

c) have these cassettes in a place readily accessible to flight attendants;

d) train flight attendants how to use the cassettes, under normal conditions, and as far as safety permits, under emergency conditions; and

e) have necessary operating instructions clearly spelled out in the in-flight manual under the heading of in-flight duties;

4) Air Canada use a decal explanation under chair tables inviting passengers to indicate their preferred language of service by adjusting a pin-card on the back of their seats. These cards would indicate to flight attendants the preferred official language in which passengers wish to be served;

5) Air Canada should also make flight attendants more systematically aware, through training, directives and supervision, of their duty to offer service actively in both official languages at all times on all flights;

6) Air Canada try out the fourth recommendation above as an experiment on one or two aircraft for at least two or three months and keep the Commissioner advised of the benefits and/or difficulties in using such a device.

On 13 November 1974, Air Canada sent its reply to the above recommendations; and on 29 November 1974, two of the company representatives discussed them with the Commissioner. The following is the essence of the airline's action concerning these recommendations.

Recommendation 1 (Ground Announcements)

Air Canada's Western Region accepted the use of cassette recordings in all airports, while giving equal priority to increasing its bilingual public-contact staff. Accordingly, recorders had been ordered and tapes were being prepared for all airports in that region. On 13 November 1974, the company reported that Vancouver was "on-line" for the "majority of its airport announcements;" and it added, Winnipeg, Calgary and Edmonton would be ready at the beginning of December (1974); Victoria, Saskatoon, Regina and Thunder Bay by year end (1974).

On 26 February 1975 the company added that Winnipeg was in full operation, Vancouver and Calgary were nearly fully operative, and Edmonton was in full operation as of that day. But Thunder Bay has recently switched its location (in Air Canada's System map) from the Western region to Central region. This change has affected the schedule of implementing this recommendation there. The company stated, as soon as the necessary equipment was received, this station would also be "on-line".

A similar mix of the man and machine approach was being taken, as reported by the company on 13 November 1974, by the Central Region. Air Canada informed the Commissioner that Toronto's Terminal 2 would make use of a centrally located public address unit staffed with bilingual and multilingual personnel. The plans were that bilingual announcements would be requested by the counter or gate passenger agent either through a modified "ready-to-board" communication system or through the Reserve II CRT System. Later, this central unit will be combined with a bilingual courtesy-phone paging service. "Barring unforeseen problems", stated Air Canada, "the unit should be on-line by January 1975."

The company informed the Office of the Commissioner on 26 February 1975 that "the machineries will be installed and in operation within the next six weeks." It also added that Toronto Reservations will have, by 1 April 1975, a separate telephone number for departure and arrival announcements in Toronto.

Air Canada chose "man and machine" because of its "only-when-necessary" approach to recorded announcements: passenger agents who are qualified to make bilingual announcements themselves need not use

the recordings. Air Canada believes this preserves and encourages human, rather than mechanical contact with the customer in the official language of his or her choice. Further, "as bilingual staff level increases through intensified recruitment and language training, the system can be abandoned without loss of a large capital investment."

Air Canada assured the Commissioner further that an approach (mix of man and machine) similar to the above would be attempted at other major airports in the Central and Southern regions. Discussions and meetings for this purpose were to have had taken place between mid-November and end of December 1974. The company reported in mid-November that emphasis had been placed on recruitment and training.

Air Canada indicated in late February, that such discussions were held; and London, Windsor, North Bay, Sudbury, Timmins and Sault Ste Marie, received the green light to go ahead with the mix of man and machine approach; decisions concerning the Southern region will be made "within the next few months."

Recommendation 2 (Use of cassette announcements on all flights)

The company informed the Commissioner that automated taped announcements had been installed in all B-747 aircrafts and in the new B-727-200 aircrafts then being delivered to the airline (November 1974). The airline was not ready to implement this Recommendation on L-1011, DC-8 and DC-9 fleets, because "installation would cost just under \$¾ million" and "as the B-747 and B-727 fleets involve a relatively small number of aircraft, and installation was done on the production line, cost is less of a factor . . ."

On 26 February 1975, the company informed us that despite the installation of machineries on B-747 and B-727 fleets, the system was not being used because the company preferred the human touch to machines, and had flight attendants make announcements on flights. Air Canada added that despite difficulties in recruiting, leaves of absence, it was able to provide at least one bilingual flight attendant on almost all flights except the one originating in Winnipeg flying westward.

Essentially, Air Canada believed that the use of any recorded system had one drawback, that is, "inflexibility". It claimed that not all announcements could be handled through taped recordings, they had to be handled by bilingual flight attendants. The airline added, "and if you must have bilingual flight attendants for non-routine announcements, it is to the passenger's advantage, as well as to the airline's, to have them also for routine announcements, as well as for other

elements of the in-flight service—offering meals in both languages, for example.”

Recommendation 3 (Use of cassette announcements to cover all possible situations)

Air Canada rejected this recommendation because of inflexibility of recorded systems and “non-routine or irregular announcements are of such variety of content that they are not manageable by . . . tape or cassette.”

Recommendation 4 (Use of decal to determine passengers’ official language preference)

The airline did not accept this recommendation for reasons of safety, cabin appearance and “the segregational aspect of labelling passengers by official language group.”

Recommendation 5 (Flight Attendant’s duty to offer bilingual service actively)

On this, the company replied that it had begun a major programme to provide “specialized leadership and functional training to approximately 750 “in-charge” flight attendants . . .” “On these courses, the need to offer services in both official languages is stressed.”

Air Canada stated also that its ratio of bilingual to unilingual recruitment had been stepped up from “approximately 55/45 to 80/20 at least until the spring of 1975.” The company claimed that this action would ensure meeting its own goal of providing at least one bilingual flight attendant on all Air Canada flights throughout the world by the summer 1975 schedule,” and that “with the exception of a few overseas flights from Western Canada and Toronto, this goal has already been met.”

Recommendation 6 (Try out Recommendation 4, at least as an experiment)

This recommendation became inoperative since Air Canada decided not to carry out Recommendation 4.

The Commissioner was pleased to learn that Air Canada undertook to carry out his recommendation about ground announcements in all airports in the Western, Central and Southern regions. He appreciated

the airline's concern for developing an approach of a mix of man and machine by giving preference to "human touch" rather than mechanical contact. While the Commissioner is fully in favour of the airline's desire to "project a warm, friendly and human image, and to provide these qualities in its services", he was not totally convinced that the "only-when-necessary" feature of this man and machine alternative would be fool-proof. He could make allowances for mechanical failures but he found it difficult to accept that often Air Canada's bilingual personnel, forgot or neglected, for whatever reasons, to make announcements in the second official language—Toronto's Terminal 2 is a prime example of that.

As for his recommendation about in-flight announcements, although the Commissioner was satisfied about the action taken by Air Canada concerning B-747, B-727-200, he was far from convinced by the argument the company advanced to explain its refusal to install taped recordings on L-1011, DC-8 and DC-9 fleets, i.e. that such "installation would cost just under \$½ million". He found it extremely difficult to accept that installing ordinary cassette machines for such purpose could cost that much. In his opinion, the use of cassettes on all flights might prevent complaints arising from situations where, in spite of all efforts, in-flight complements turned out to be totally unilingual, invariably English. Air Canada's goal of "providing at least one bilingual flight attendant on all Air Canada flights throughout the world by summer 1975 schedule", was a step in the right direction; however, he found it difficult to visualize a single bilingual flight attendant trying to be in two or three parts of the aircraft at the same time to serve passengers requiring assistance in the second official language. He believed that the company's reluctance to even try out moderately-priced tape recorders, was short-sighted.

The Commissioner was equally skeptical about "inflexibility" as the main reason for the company's reluctance to accept tape recorders for non-routine and irregular announcements and reliance on bilingual staff (at last!) on board, "for routine announcements, as well as for other elements of the in-flight service—offering meals in both languages, for example",—the Commissioner hoped that this dream would one day come true!

Although less than convinced, the Commissioner accepted the company's reasons of safety for not using decals; but he suggested that the company give some thought to flip-over cards.

This Office found some reasons to nourish hope in learning that Air Canada had begun a constructive and positive training programme for some 750 in-charge flight attendants, that it had stepped up its recruitments of bilingual staff and that, with the exception of a few overseas flights from western Canada and Toronto, the goal of having

“at least one bilingual flight attendant” on all flights had already been met.

This Office was impressed with Air Canada’s foresight in starting a project to seek out and recruit more bilinguals from English-speaking Canada. To that end, it launched a programme in British Columbia to “encourage students in high schools and universities throughout the province to learn French as a second language. This is being done mainly by informing them first-hand of the excellent job opportunities awaiting them if they can meet Air Canada’s language and other qualifications. Career day visits are carried out by selected teams of flight attendants and other employees who not only describe their jobs to students but also stress how important and ultimately valuable a second language education can be. In addition, the company supplied French-language newspapers, magazines and other material to the schools and universities in the program. If successful, it will be extended to other parts of the country.”

“Of course, In-Flight Service also makes extensive use of the Company’s language training programs. So far this year some 100 flight attendants have been through the four-week immersion course at Jonquière, and another 160 are enrolled for the current 1974/75 academic period,” added Air Canada.

The Commissioner was also impressed by Air Canada’s statement that “flight attendants are heavily involved in our self-teaching/Tutorial program, ‘Dialogue Canada Programme’. Students work at home a certain minimum of hours and every two weeks meet with a teacher in a mini-class situation organized by a local co-ordinator, whom students call when they are ready for additional lessons. This program is active at all bases at both airport and downtown offices. The same program is used as a retention course for flight attendants who have reached level 3 competence either at Jonquière [language school] or through some other course.”

The company believed that the programmes it had described were only some of the measures, “both preventive and curative, being undertaken by Air Canada in the attainment of a goal . . . development of an institutional bilingual capability enabling the Corporation to conduct its affairs in the spirit and intent of the Official Languages Act.”

It stated further that, “until that goal is reached, there is merit in making temporary use of ‘bilingual band-aids’ such as recorded announcements,” and it welcomed whatever suggestions and recommendations the Commissioner might have in this regard. “But, if the goal of institutional bilingualism is to withstand the vagaries of time and circumstance, it must be built on a sound foundation. Mechanical facsimiles may satisfy a short-term objective of reducing the number of com-

plaints . . .” recognized Air Canada, “but for the long-term the emphasis must be on people.”

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1691	Toronto Ottawa	Announcements in English only.	Rectified
1773	Winnipeg- Edmonton, Calgary- Winnipeg	Announcements made in English only.	Explanation offered
1815	Ottawa	Objection raised to a directive requiring passengers to be paged in both official languages and request for an inquiry into the corporation's promotion policy.	Explanation offered
1828	Ottawa	Capital budget tabled in the House of Commons in English only.	Rectified
1834	Montreal- Toronto- Montreal	Reception and passenger services provided in English only. Announcements made in English only.	Explanation offered
1850	Ottawa- Toronto	Announcements made in English only.	Explanation offered
1867	Winnipeg- Ottawa	No service in French.	Explanation offered
1868	Winnipeg	Letterhead in English only in the accounts office.	Explanation offered
1869	Brussels- Montreal	Announcements made in English only except on take-off and landing.	Explanation offered
1876	Freeport (Bahamas)	Announcements made in English only at the Freeport Airport and unilingual English services at the Air Canada office in the International Bazaar.	Explanation offered
1887	Regina- Vancouver	No services in French.	Explanation offered
1904	Earlton (Ontario)	Lack of services in French at the Air Canada counter.	Withdrawn
1918	Winnipeg	Remarks by a corporation official on bilingualism in Air Canada.	Explanation offered
1937	Winnipeg- Regina- Winnipeg	Lack of services in French and arrivals and departures board posted in English only.	Explanation offered

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1941	Ottawa	Advertisement in French only in a bilingual programme at the National Arts Centre.	Rectified
1948	Ottawa-Toronto	No services in French. Announcements made in English only.	Explanation offered
1963	Regina-Winnipeg	Announcements made in English by a French-speaker were unintelligible.	Explanation offered
1977	Winnipeg and New York	A French-speaker received a letter in English from the Credit Card Bureau in Winnipeg. Unilingual English-speaking clerk at Kennedy International Airport.	Explanation offered
1980	Toronto-Havana (Cuba) Ottawa	No service in French on the Toronto-Cuba flight. Clerk at the Air Canada counter in Toronto expressed herself in unintelligible French. No bilingual signs in Terminal 2 in Toronto. Delay in obtaining services in French at Albert Street office in Ottawa.	Explanation offered
2006	Ottawa	Unilingual English stamp on a baggage tracer.	Rectified
2046	Regina	Arrival and departure announcements only in English.	Explanation offered
2121	Sudbury-Toronto	Unilingual English services. No French-language newspapers or magazines.	Explanation offered
2130	Ottawa	Assistance requested in the settlement of a strike.	Explanation offered
2144	Victoria-Winnipeg and Toronto-Winnipeg	Explanations concerning the use of the oxygen mask were provided in English only.	Explanation offered
2175	Ottawa	Caption in English only in a bilingual magazine.	Rectified
2205	Ottawa	In Air Canada's monthly magazine <i>En-Route</i> , most of the advertisements were unilingual English.	Rectified
2299, 2490	Edmonton-Winnipeg	All announcements made in English only. No services in French.	Explanation offered
2317	Paris (France)	Poor quality of French in some advertisements.	Explanation offered
2388	Ottawa	Unilingual English inscriptions on maps inside a folder.	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2395	Toronto— St. John's (Newfound- land)	Announcements made in English only.	Explanation offered
2402	Toronto	Folder available only in English at the information counter in the Toronto airport.	Rectified
2405	Fredericton	Announcements made in English only.	Explanation offered
2443	Ottawa	Lack of service in French at the Ottawa office.	Explanation offered
2447	Kennedy Airport, New York	A sign failed to comply with the Official Languages Act.	Rectified
2475	Ottawa— Rouyn— Noranda	Unilingual English brochure.	Rectified
2477	Saskatoon (Saskat- chewan)	Pre-recorded message in English only.	Explanation offered
2510	Toronto— Montreal	Deplorable translation service. Lack of French dailies.	Explanation offered
2535	Sudbury	Unilingual English telephone service from the office.	Explanation offered
2543, 2555	Timmins— Toronto— Timmins	Lack of service in French on board a Timmins-Toronto flight and in Ter- minal 2 in Toronto.	Explanation offered
2557	Regina (Saskat- chewan)	No service in French at the Regina office.	Explanation offered
2585	St. John's (Newfound- land)— Montreal	Unilingual stewardess did not offer the services of a bilingual colleague.	Explanation offered
2612	Winnipeg— Montreal— Winnipeg	All the announcements were left un- translated and the unilingual steward- ess did not offer any service in French.	Explanation offered
2620	Montreal	Folder not available in French at the airport. The security guards spoke in English first.	Explanation offered

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2636	Toronto	Unilingual English publication at the airport.	Explanation offered
2642	Toronto-Ottawa	No service in French on board a Toronto-Ottawa flight.	Explanation offered
2660	Ottawa-Quebec City	No service was provided in French by the ticket clerk in Ottawa, and during the flight the French version of an announcement by the pilot was omitted.	Explanation offered
2662	Toronto	Lack of service in French at the boarding counter at the Toronto airport.	Rectified
2667	Paris-Montreal	Recorded musical selections presented only in English and partly bilingual programme.	Rectified
2674	Ottawa-Toronto and Toronto-Winnipeg	No service in French.	Explanation offered
2697	Saint John (NB)-Halifax	Announcements made in English only during the flight.	Explanation offered
2715	Winnipeg-Edmonton-Winnipeg	No service in French.	Explanation offered
2735	Timmins and Toronto	No service in French at the airport.	Explanation offered
2737, 2783, 2787	Ottawa-Montreal	Announcements made only in English during the flight.	Explanation offered
2777	Montreal-Quebec City	No French-language magazines or newspapers.	Explanation offered
2796	—	During a program on the final series of the world curling championships televised by the CBC and sponsored by Air Canada, commentaries were made only in English and German.	Explanation offered
2809, 2857	Ottawa-Toronto	Unintelligibility of the English spoken by French-speaking stewardesses on Ottawa-Toronto flights.	Explanation offered
2882	Winnipeg-Saskatoon	No service in French.	Explanation offered
2893	Moncton	Delay in obtaining services in French.	Explanation offered

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2894	Calgary	A young English-speaker claimed to be experiencing difficulty in obtaining a job because she was not bilingual.	Explanation offered
2913	Montreal	English-language stamps imprinted on envelopes.	Rectified
2923	Ottawa	No service in French at the Ottawa office.	Explanation offered
2944	Montreal-Toronto	Lack of service in French at the counter in Dorval airport, at the boarding gate and during the flight. No French-language newspapers.	Explanation offered
2969	Quebec City-Ottawa	Unilingual English-speaking crew. Greeting incomprehensible French. No service in French.	Explanation offered
2972	Edmonton-Montreal	No service in French.	Explanation offered
2983	Regina-Ottawa and Toronto-Quebec City	No service in French.	Explanation offered
3020	Montreal	Lack of French-language newspapers and magazines on flights to the West.	Withdrawn
3037	Winnipeg	Return address in English only on letters.	Rectified
3051	Montreal	Lack of services in French.	Withdrawn
3064	Montreal-Miami	No service in French. Unilingual tag.	Explanation offered
3070	Montreal	An employee lodged grievances about the calculation of seniority.	Referral
3077	Ottawa	Services in English only at the airport baggage counter.	Explanation offered
3108	Toronto	Difficulties experienced by unilingual English stewardesses in the performance of their duties.	Explanation offered
3165	Quebec City-Montreal	Service provided in English during the flight.	Explanation offered
3194, 3334	Montreal	Sign in English only. Unilingual English telephone reception.	Rectified

CANADIAN BROADCASTING CORPORATION—"I Heard You Talking in Your Sleep"

EVALUATION

The CBC may well be ahead of its time in inventing a bilingual, and triflingly expensive, logo, restfully obscure to both English-and French-speaking viewers. However, judging from the CBC's performance till now, the "accelerated coverage plan", which promises to provide service in the official language of the minority in isolated communities, remains pie in the sky in many instances. The Corporation's and indeed the Government's credibility is seriously at stake if it does not convince its would-be public that Anik (our very own satellite) is truly another word for "progress".

A third of the 75 complaints dealt with (including five petitions containing from 92 to 1,500 signatures) concerned this accelerated coverage expansion programme. Members of the public made representations not only about the lack of French-language broadcasts in parts of Nova Scotia, Ontario and Saskatchewan, but also about the absence of English-language television in the Saguenay region of Quebec. However, the CBC endeavoured to settle complaints concerning unilingual signs, services available in only one or the other official language and the quality of transmissions with reasonable dispatch.

This Office has launched a special study, of national scope, of the CBC to determine the extent to which it meets the requirements of the Official Languages Act with respect to language of service to the public and of internal communications.

COMPLAINTS

File Nos. 2763, 2921—Zenon Park

Ninety-two persons from Zenon Park, Saskatchewan, wrote the Commissioner asking him to help them acquire French television in their province.

The Corporation explained that in February 1974 it had been guaranteed the necessary funds for implementing a five-year accelerated coverage plan.

This plan included more than six hundred construction projects and constituted a vast and costly programme, drawn up by the Corporation and approved by the government, which would enable radio and television broadcasts in French or in English to reach all Canadian com-

munities with populations of at least 500 which did not receive national programmes or had only poor reception.

In order to distribute its services fairly, the CBC had devised a priority-rating formula for its projects. This formula, which took into account six factors (population, equipment costs, operating costs, provincial parity, and geographical and cultural isolation, the respective relative weights of which were 40, 15, 15, 10, 80 and 40), was devised in order to provide service to the largest possible number of inhabitants in areas where the need was most pressing—above all, in isolated regions. This priority-rating formula, as well as other aspects of the programme, was studied in depth in conjunction with the CRTC, the Department of Communications, the Department of Secretary of State and other departments.

At present, the Corporation's stations and affiliated stations provided coverage for the national service in the following proportions: 96 per cent for English television, 95 per cent for French television, 98 per cent for English radio broadcasts and 97 per cent for French radio broadcasts. The implementation of the accelerated coverage plan would enable the four networks to reach approximately 99 per cent of the population. The Corporation would also continue to follow demographic developments which might affect this plan.

The CBC intended to install a rebroadcasting station in Carrot River which would enable Zenon Park residents to receive broadcasts by the French television network. An application was to be submitted to the CRTC in this connection during the fourth year of the plan referred to.

The Commissioner asked the Corporation for the exact date by which it expected to offer French-language broadcasts to the people of Zenon Park.

The Corporation replied that it was difficult for it to keep to a timetable since it did not have complete control over the projects; for this reason, it was reluctant to set exact dates. When it had assembled the necessary documentation, the Corporation was required by law to submit a formal proposal to the Canadian Radio-Television Commission, which would then fit the project into its schedule of public hearings. This procedure could take as long as one year. The Corporation would then have to wait patiently for the CRTC to issue the licence, without which it was impossible to begin work on the project. Construction usually lasted approximately one year but varied depending on delivery dates for equipment, and adverse weather conditions in some regions. The Corporation always did everything within its power to complete its projects as quickly as possible but delays were not always foreseeable or avoidable.

While sympathizing with the nature of the difficulties facing the Corporation, the Commissioner nevertheless asked the latter to make every possible effort to enable the people of Zenon Park to receive French-language programmes within a reasonable length of time.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1443	Toronto	Unilingual English letterheads on writing paper and envelopes.	Rectified
1490, 1600, 2561	Toronto	Unilingual English comments appearing on the screen during hockey matches.	Explanation offered
1796	Ottawa	Some English network programs contained passages in French.	Explanation offered
1803	Toronto	Memoranda and documents in English distributed to French-speaking employees.	Rectified
1865	Mattawa (Ontario)	Eight hundred petitioners requested improved reception of French-language television programs.	Rectified
1891	Ottawa	Unilingual English technicians were allegedly working with the French-speaking public.	Explanation offered
1919	Ottawa	Unilingual English "CBC" stickers on the windshield of a car.	Withdrawn
1922, 1951	Ottawa	Unilingual English signs in the cafeteria on Lanark Street.	Rectified
1942	Ottawa	Advertisement published in French only in the magazine <i>Placedart</i> .	Rectified
1960	Penetanguishene (Ontario)	French-speakers in this region requested television programs in French.	Explanation offered
1988	Hamilton	Unilingual switchboard operators at CJBC.	Rectified
2004	Ottawa	More foreign-language films subtitled or dubbed in English or French should be shown.	Explanation offered
2014	Wawa (Ontario)	Petition for a French-language television network in the region.	Explanation offered
2092, 2257	Toronto	Switchboard operators answering only in English.	Rectified
2114	Moose Jaw (Saskatchewan)	National anthem broadcast in French only.	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2243	Ottawa	Directions for use in English only on fire extinguishers in the CBC Building.	Rectified
2336	Windsor- Essex-Kent (Ontario)	No French-language radio or television service in this region.	Rectified
2349	. . .	No French-language television in Saskatchewan or British Columbia.	Explanation offered
2365	North Bay (Ontario)	No French-language radio station in North Bay.	Explanation offered
2372	Bagotville (Quebec)	No English-language radio or television programs in the Saguenay region.	Explanation offered
2381	Peter- borough (Ontario)	1,550 petitioners requested programs in French for the Peterborough region.	Explanation offered
2387	Sault Ste. Marie (Ontario)	No French-language radio or television programs in Sault Ste. Marie.	Explanation offered
2400	(Ontario)	No French-language television in Chapeau, Dubreuilville and Wawa.	Explanation offered
2415, 2569	Earlton (Ontario)	Inadequate French-language television and radio programming in the Temiscaming area.	Explanation offered
2436	Edmonton	Unilingual English-speaking receptionist at the French-language television station in Edmonton.	Rectified
2437	Toronto	Unilingual English inscription on an envelope.	Rectified
2471	Ottawa	Inadequate evening coverage of the Quebec election on the CBOT network.	Not justified
2489	Church Point (Nova Scotia)	Poor reception of radio and television programs in French.	Rectified
2496	Montreal	Inadequate evening coverage of the provincial election on the English-language network in Montreal.	Not justified
2520	Truro (Nova Scotia)	No television programs in French in the Truro area.	Explanation offered
2521	Windsor (Ontario)	Unilingual English map on an advertising leaflet.	Rectified
2567	Sudbury (Ontario)	Poor television programming available to French-speakers in Northern Ontario.	Explanation offered

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2603	Edmonton	Unilingual English-speaking receptionist at station CBXFT-11.	Rectified
2616	Vancouver	On Saturday mornings only French-language programs are shown on the English television network.	Explanation offered
2670	Elliot Lake (Ontario)	Poor reception of French-language television programs.	Rectified
2676	Iroquois Falls (Ontario)	No local productions on the French-language television network serving Northern Ontario.	Explanation offered
2695	Staples (Ontario)	Simultaneous interpretation of televised speeches and statements.	Explanation offered
2746	Kingston (Ontario)	No French-language radio or television in Kingston.	Rectified
2802	Toronto	Unilingual English particulars on an envelope addressed to a French-speaker.	Rectified
2817	(Ontario)	Petition from French-speakers in Geraldton, Thunder Bay, Dryden and Kenora for French-language radio and television.	Explanation offered
2845	Penticton-Kelowna (BC)	Shortening or cancellation of French-language programs on station CHBC-TV.	Explanation offered
2872, 3177	Sherbrooke, Ottawa	Messages in English superimposed on the screen during a football match.	Explanation offered
2919	Windsor-Essex-Kent (Ontario)	The CBC does not offer comparable service to the French-speaking population.	Explanation offered
3034	Sarnia	No French-language radio or television in Sarnia.	Explanation offered
3101	Brantford (Ontario)	Confidential study which did not urge CBC officials to accelerate the extension of French-language television programming in Southwestern Ontario.	Explanation offered
3213	Kingston	No French-language radio or television in Kingston.	Explanation offered
3253, 3284, 3285, 3286, 3287, 3288	Saint-Paul / Bonnyville (Alberta)	Delay in the construction of a television rebroadcasting station.	Explanation offered

CANADIAN NATIONAL RAILWAYS—"Chattanooga Choo-Choo"

EVALUATION

The full story of the CN's agonies and ecstasies in reaching the Official Languages Act's goals must await, it seems, at least "until the end of 1978" and be told only "wherever it is practical to do so". This time-schedule and service-philosophy reflect a motion slower, one surmises, and an approach narrower, than that wished by Parliament. But some of the preparatory work the CN has been engaged in since our last annual report shows that the CN has begun to move with a serious plan for progress.

Senior management and some regional vice-presidents (e.g. Edmonton) have taken an active interest in the Act's implementation in the CN, and have reviewed our last year's evaluation with a view to bringing about concrete reform in the company.

In general, the CN gave immediate attention to the 90 complaints we received during the period under review, and in most cases corrected them within a reasonable time.

Following up on our 33 recommendations resulting from two special studies, we have found that the CN has developed a plan of action outlining major objectives, areas needing special attention, the need for setting standards, a timetable of action to achieve certain goals, and a requirement "to allocate funds and to monitor performance on an organized basis." To carry out this plan, the CN has appointed an Assistant Vice-President charged with implementing the whole programme, engaging regional co-ordinators, incorporating a bilingual-service clause in new contracts with concessionnaires, concluding an agreement with unions and determining the jobs requiring knowledge of both official languages on trains (such as the Rapido and the Vancouver-Montreal runs and trains linking Quebec with other provinces).

The CN has also set up a variety of second-language courses for employees at elementary as well as advanced levels; signs and announcements at stations, on ferries and at ferry terminals are becoming increasingly bilingual; as of April 22, 1974, the CN adopted the INWATS Telecommunications system to help serve its clients directly in French; and the corporation's cooperation with this Office in the information field has been quite useful in helping employees to understand their rights and obligations under the Official Languages Act.

For the second year in a row, this Office must point out that the CN does not yet seem to have fully assumed the scope of reform Parlia-

ment wished through the Act's Section 10—that is, to make Canadians feel at home anywhere, anytime, across the CN's system. By using the words “significant demand” and “wherever it is practical to do so” as crutches, the CN is not getting on the right track for serving the travelling public. It still seems to accept “the absence of service in both official languages as a permanent condition at some points in its system” (our Third Annual Report).

The CN could show corporate leadership inspiring many other federal agencies by accepting fully this fundamental principle laid down in the Act. It is a pity the CN's earnest efforts and many concrete achievements are being weakened by the company's taking a restrictive view of its statutory obligations. Having received the personal assurance of the Chairman of the Board about full cooperation and action, we are confident that the CN will re-examine its approach to the travelling public carefully, so that this restrictive view is broadened to meet the clear presumption of system-wide demand (with reasonable and proven exceptions) specified by the Act's Section 10.

Following the recent (January 15, 1975) speech of the CN's President and Chief Executive Officer in Toronto, in which he said: “the achievement of an acceptable level of bilingualism in Canadian National is a challenge to our skills as managers,” we look forward optimistically to more acceptable results next year.

This Office is now in a better position to evaluate the various efforts the CN has made to implement the 22 recommendations formulated in January 1973 following the special study carried out on CN's national network and the 11 recommendations resulting from the study of the Atlantic regional office, located in Moncton. The purpose of these studies was to determine to what extent the service provided to the public in the railway, hotel and, in the case of Moncton, express sectors was bilingual.

Toward the end of 1974, the CN informed this Office of the steps that had been taken to implement the 12 recommendations to which it had not given any answers the previous year. This Office's representatives also interviewed senior management members at the Montreal office and in a few regional offices.

The CN implemented most of the recommendations it had accepted in whole or in part at least in principle, as was the case with certain of them. It implemented those concerning the employee information programme, the preparation of an action plan outlining the objectives of the bilingualism programme and assigning the various responsibilities for it (responsibility for this program was given to an assistant Vice-

President and to regional co-ordinators), the availability of bilingual forms intended for the public and written communication with the public in both languages. In this Office's view, this action plan constitutes another appreciable step toward realization of the objectives the CN has set for itself. Although certain aspects of it are still purely theoretical, the plan nevertheless specifies what sectors require special attention, proposes a schedule, allocates the necessary financial resources and suggests means of control.

The CN said that it was giving special attention to the recruitment of bilingual personnel in all parts of the country, but that it was experiencing a number of problems outside Quebec. In Ontario only 72 bilingual employees out of a total of 2,073 were recruited in 1974. The CN therefore had to resort to language courses and it had set up language schools in Moncton, Montreal, Toronto, Winnipeg and Vancouver.

Employees who agree to take language training first take an introductory course lasting 18 days and then a 40-day course at a more advanced level at the regional school or at the Jonquière language centre which has the advantage of immersing the student in a French-speaking environment. From 1969 to 1973, 1,496 employees registered for French courses and 546 for English courses. No figures were available for the success rate achieved. The corporation also said that in some cases it was recruiting new employees so that its regular staff could take language training and intended to put the finishing touches on a language retention programme that year. The CN accepted in full the recommendations dealing with job security and with co-operation with the unions to implement the programme.

However, the CN will have to make an all-out effort if it wishes to have "bilingual capability of a permanent nature . . . by the end of 1978, wherever it is practical to do so"—an objective it has set for itself. This objective, although highly commendable, contains the same reservations expressed by the CN in our *Third Annual Report*. By invoking these reservations, the CN greatly minimizes the scope of recommendation 3 which requires that the company "accept the existence of overall regular demand for bilingual . . . service to the travelling public across the System." The company only recognizes regular demand on the main line trains and at important stations and hotels. The above recommendation also requires that the CN "accept the existence of regular demand for its bilingual service to the local public wherever that public is made up of the two official language groups." The company concurs only in cases where there is a heavy concentration of the minority language

group. It does not define what it means by heavy concentration: is it a minimum percentage or an absolute number? The onus is on the CN to prove that demand for services is so irregular as not to warrant offering them. Bilingual telephone service and referrals of calls to employees able to speak the language of the client, are offered only where there is a need, in the company's view, and where the company is able to do so. The CN does not indicate the areas where such services must be offered.

The CN refuses to advertise existing bilingual capacities claiming that it does not want to engage in this publicly before being certain of the success of its programme. The CN, it seems, has misunderstood the scope of recommendation 4, which requires the CN "to communicate to the public . . . (the availability of bilingual services) where such capability already exists or is in future developed . . .".

The bilingualization of signs outside Quebec is progressing and a manual for regional administrators is to be published in order to speed up the programme. CN's advertising is not yet completely bilingual: the campaigns aimed at a specific language group are in one language only. The number of bilingual notices in stations and ferry terminals is increasing, according to the corporation.

The new contract between the CN and its concessionaires now contains two clauses regarding the services that are to be provided in both official languages. However, the corporation has not said anything about the interim measures which were to be adopted by the concessionaires governed by the old contract.

We received 90 complaints concerning this Crown corporation between April 1, 1973 and January 1, 1975. Of these, 66 dealt with language of service, including 48 concerning the implementation of recommendations that had already been formulated; five complaints dealt with language of work.

In order to deal with complaints concerning the lack of service in French on the Rapido and the Vancouver-Montreal train and at Montreal terminal, the CN concluded agreements with its employees' unions and decided what positions on trains connecting Quebec with the other provinces required a knowledge of both official languages.

The other complaints dealing with language of service concerned the following specific areas: lack of service in French in various CN offices, hotels and stations and use of unilingual English stamps, posters and advertising brochures. These complaints generally received immediate attention from the CN and the situation was rectified in most cases. Often this meant that the CN had to remind its employees of directives that had already been issued. Choice of French as the language of work

was the subject of five investigations by this Office. Two of the complaints were subsequently withdrawn and another, which dealt with safety standards, was brought to the attention of the appropriate authorities. In the other two cases, the CN informed the Office of the measures it intended to adopt and said it was trying to anticipate language problems that might arise and making an effort to meet the requirements of the Official Languages Act regarding use of both languages in the services concerned.

There were 21 complaints regarding lack of service in French in the CN-CP Telecommunications offices from Sydney, in Nova Scotia, to Vancouver, in British Columbia. In order to provide better service in the Maritimes, Ontario and the West, the CN adopted, on April 22, 1974, the INWATS 1-800-463-3350 telephone system, which makes it possible for customers to be served directly in French. This Office asked the CN to organize a publicity campaign so that people would know what number to dial to obtain this service. The CN informed the Commissioner that 90 per cent of telegrams in French were processed through this system and said it would advertise the service in all telephone directories. However, this system is not used in the province of Quebec or in the National Capital Region, where CN-CP Telecommunications employees must provide bilingual service.

At the end of February 1975, the CN informed us of a number of measures it intended to take to meet the demand for bilingual services on main-lines and at major stations. For example, starting on April 20, 1975 the CN will put at least one passenger service assistant on such runs as the Transcontinental, Halifax-Montreal, Montreal-Ottawa-Winnipeg-Vancouver, Toronto-Capreol-Winnipeg-Vancouver to ensure service in the customers' preferred official language. The CN also stated that as of April 1, 1975, Halifax will have a conference ("hot-line") telephone number to ensure bilingual service to the outlying towns. The CN hopes to extend a similar service to Moncton, Winnipeg, Saskatoon, Edmonton and Vancouver during 1975. In December 1974, the CN introduced a similar service at Toronto Station to serve the province of Ontario. Customers at stations such as Hamilton, St. Catharines, London, Kitchener, North Bay, Niagara Falls, Belleville and Chatham can receive bilingual service by calling a central telephone number at Toronto Station. We hope that the CN keeps the public adequately informed about these services.

As for bilingual services to its hotels guests, the CN seems not to experience too many difficulties. Recently, the CN had come up with a suitable arrangement in order to offer morning newspapers to the guests, at the Queen Elizabeth Hotel in Montreal, in their preferred official language.

COMPLAINTS

File No. 1598—Railway Crossings

A French-speaking person from New Brunswick complained that signs indicating railway crossings in Moncton were for the most part in English. He mentioned among others the sign by the CN tracks on the outskirts of Moncton, going towards Dieppe.

The CN replied that it had set up a programme for the Atlantic Region in order to ensure that signs viewed by the general or travelling public are bilingual. Regional representatives estimated that 75% of the programme had been implemented. Railway crossing signs were part of this programme. The CN had taken steps to render bilingual the sign on the road towards Dieppe. The CN was studying, along with other railway companies, the possibility of adopting pictographs for all signs in public view.

The Commissioner recommended that, in the event that the CN decided to continue to use words, it make all railway crossing signs bilingual.

The CN answered that the railway industry in Canada was studying the question with the Canadian Transport Commission. As soon as the Canadian railway industry and the CTC agree upon an appropriate pictograph, they will submit it to the proper provincial authorities and proceed to amend the law and regulations to permit changes in the design of existing signs. After having discussed the matter further with the CTC, the Commissioner recommended that:

in accordance with Section 31(1) and 31(2) of the Official Languages Act, measures be taken to amend section 207 of the Railway Act in order to permit the erection of bilingual signs or pictographs at all railway crossings in Canada and that, subsequent to such an amendment, the CTC establish a programme to erect such signs.

The CTC answered that the question would be examined by the Railway Transport Committee in the light of the Commissioner's recommendation. Existing signs would be replaced with pictographs as soon as section 207 of the Railway Act had been amended.

The CN would then comply as required with the amendment.

File No. 1954—The Sleeping-car Porter

A complainant pointed out that the sleeping-car porter on a train between Gaspé and Montreal was unilingual English. He addressed the porter twice in French, and on neither occasion did the porter offer to call upon one of the French-speaking personnel.

The CN informed the Commissioner that the employee in question had a working knowledge of French and had been working that par-

ticular run for several years without once receiving a complaint. It went on to say that its employee did not recall the incident.

The CN added that there were several bilingual employees on the train. It said that the sleeping-car porter, fully aware of the obligation to provide service to passengers in the official language of their choice, had given assurances that he would ask a bilingual employee for assistance if he felt he could not answer in the second official language.

The CN expressed regret that the passenger had had occasion to complain about its services, but added that it considered the train adequately staffed with bilingual personnel.

The Commissioner recommended that CN periodically remind its employees of the company's obligation to serve its passengers in both official languages and of the need to call upon bilingual employees promptly for assistance if they are unable to answer in the official language in which they are addressed.

The CN accepted the Commissioner's recommendations.

File No. 2892—"INWATS"

The complaint stated that it was not always possible to send a telegram in French by telephone in Moncton. Sometimes a unilingual clerk offered—in English—to connect the customer to CN's office in Quebec City, which then provided service in French.

The Commissioner informed the complainant that in reply to similar complaints from other cities, the CN had just informed him of what it had done to comply with his request to correct such situations. In order to provide better service to French-speakers living outside the province of Quebec and the National Capital, the CN had adopted, on 22 April 1974, a telephone system known as "INWATS". This system makes it possible for users to be connected directly to the Quebec City telecommunications office without going through the local operator, who might not know French. The service is also available at the counter in telecommunications offices and is being used on a temporary basis in places where CN does not have the bilingual staff needed to offer service in both official languages at all times. The employees concerned were to be taught key phrases in French so that they could serve French-speaking customers who came to the office. Moreover, CN planned to advertise this new system in newspapers and to have the "INWATS" number listed, in French and in English, in the directories of the regions in which the service was being offered. It was emphasized, however, that the introduction of this system did not mean that CN would discontinue its efforts to increase its bilingual staff through recruitment and language training.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1211, 1808 2168, 2363 2382, 2440 2574, 2657 2710, 2788		Lack of services in French at the CN/CP Telecommunications Offices in Sydney (Nova Scotia), Ottawa, Sudbury, Windsor, North Bay, Niagara Falls (Ontario), Edmonton and Vancouver. Unilingual English signs in the Sudbury office.	Rectified
1703	Ottawa	Capital budget in English only tabled in the House of Commons.	Rectified
1759, 1802, 2113	Montreal-Toronto	Service in English only on the <i>Rapido</i> , on the platform in Montreal, at the ticket counter in Toronto.	Explanation offered
1890	Cornwall	Some of the signs in the parking lot of the Cornwall station were unilingual English.	Rectified
1895	Montreal	In the employees' cafeteria at the corner of La Gauchetière and De la Cathédrale Streets, unilingual English receipts were issued to customers.	Rectified
1900, 2705, 2948, 2961	Regina, (Saskatchewan)	Telegram received in French and spelt out by an English-speaking employee to the recipient at the Telecommunications Offices in Charlottetown, Sudbury (Ontario), Regina (Saskatchewan) and Dawson Creek (BC).	Rectified
1921	Hearst and Fauquier (Ontario)	Unilingual English signs between Hearst and Fauquier at railway crossings.	Rectified
2003	Ottawa	Unilingual telephone reception at the Ottawa Station and at the public relations office on Sparks Street.	Explanation offered
2044	Saskatoon (Saskatchewan)	No service in French at the Hotel Bessborough in Saskatoon.	Explanation offered
2053	Toronto	Advertising leaflet printed in English distributed to French-speaking students.	Rectified
2061	Vancouver	Unilingual English publication at the Hotel Vancouver.	Explanation offered
2062	Montreal	An employee in the Merchandise Claims Service states that he cannot work in French.	Explanation offered
2081	Ottawa	The inscription "Canadian National Hotels Limited" on the tablecloths used in the Chateau Laurier was not accompanied by its French equivalent.	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2119	Montreal	Unilingual English sign in a freight car.	Rectified
2132	Montreal	Inaccurate translation of a caption on a postcard: Altitude 727.	Not justified
2136	Ottawa	Account bearing a unilingual slogan and imprinted with two unilingual English stamps.	Rectified
2157 2553	Ottawa	Unilingual English stamp imprinted on telegrams.	Rectified
2172	Moncton (NB)	French-speaking employees in Moncton were required to operate a machine in violation of safety standards.	Assistance rendered
2180	Vancouver- Montreal	Lack of service in French outside Quebec on the Vancouver-Montreal run.	Withdrawn
2196, 2463, 2470	Ottawa Halifax	No service in French at the news-stands of the Chateau Laurier or the Hotel Nova Scotian.	Rectified
2197	Ottawa	A French-speaking candidate failed to obtain a job because he had no knowledge of English.	Withdrawn
2203	Ottawa and Belleville	Name of a French-language association translated into English on two contracts of carriage drafted in French. Statement of account drawn up under this English name.	Rectified
2220, 2298, 2397	Ottawa	Lack of service in French in the evening during the summer at the Ottawa Telecommunications Office.	Rectified
2227	Ottawa	Unilingual English signs in a parking lot.	Rectified
2228	Gimli (Manitoba)	French-speakers not treated equally during a course offered in Gimli.	Withdrawn
2245	Ottawa	Unilingual English signs in the dispatch office.	Rectified
2249	Toronto	No telephone reception in French at the information office in Union Station.	Rectified
2281, 2289, 2302	Ottawa and Belleville	Unilingual English stamps used to endorse cheques deposited.	Rectified
2332	Ottawa	Date and amount inscribed in English only on CN cheques.	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2337	Montreal	Unilingual English-speaking supervisor for a group of employees of whom 90% were French-speakers.	Explanation offered
2385	Montreal	The tour service was unable to provide students with the services of a French-speaking guide.	Not justified
2426	Ottawa	The majority of federal departments were listed in English only in the TELEX directory.	Rectified
2442	Montreal	Error in French in a telegram.	Explanation offered
2526	Toronto	Letter in English sent to a French-speaking person.	Explanation offered
2528	Toronto	A French-speaker was unable to make herself understood by the three employees on duty to whom she gave in French the number of the car she was to board for a trip to Quebec City.	Explanation offered
2565	Montreal	Schedules and instructions are available to employees, only in English.	Rectified
2663	Ottawa	Ticket forms completed in English only.	Rectified
2664	Ottawa	No service in French at the main desk of the Chateau Laurier.	Explanation offered
2734	Vancouver	A clerk was unable to transmit a telegram written in French.	Explanation offered
2818	Ottawa	About one hundred signs in the parking lot of the Chateau Laurier bore the unilingual English inscription "EXIT".	Rectified
2835	Montreal	Unilingual English form sent to a French-language association.	Explanation offered
2858	Ottawa	Menus written in French in the Chateau Laurier's Canadian Grill.	Explanation offered
2862	Ottawa	Public announcement made in English only at the station.	Explanation offered
2896	Moncton (NB)	Unilingual English signs.	Rectified
2912	Toronto	In a notice of competition published in a Toronto French-language weekly, CN's address was given in English only.	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2964	Montreal	Memorandum to the division chiefs written in English only.	Rectified
2973	Jasper	Mediocrity of the French version of a menu: Jasper Park Lodge.	Rectified
2988	Ottawa	Prolonged delay before a French-speaker could transmit a telegram.	Rectified
3015	Cheticamp (NB)	Zenith service not available in Cheticamp.	Explanation offered
3050	Jasper	Service in English only at the station.	Rectified
3083	Montreal	An English-speaker objected to signs bearing unobtrusive accents in English.	Explanation offered
3102	Montreal	Unilingual English advertisement published in the bilingual magazine <i>Au courant</i> .	Rectified
3113	Gravelbourg (Saskatchewan)	Unilingual English form sent to a French-speaking person.	Rectified
3190	Montreal	Announcements made in English only on the station platform.	Rectified

CENTRAL MORTGAGE AND HOUSING CORPORATION— “Gimme Shelter”

EVALUATION

Putting its pride aside, perhaps the CMHC could effectively use a few surplus OPEC dinars to provide Canadians with guaranteed minimum shelters, but when it comes to linguistic installations, despite seven minor faults, it continues to be a master builder.

As stated in the *Third Annual Report*, the Central Mortgage and Housing Corporation had, by October 1973, implemented all the recommendations flowing from the special study completed in April of that year. In response to a request for updated information, the Corporation provided the Commissioner, in December 1974, with a well-documented review of the status of bilingualism within its walls. The Commissioner is pleased to note that his recommendations continue to be followed.

In its review, the Corporation reports that it is continuing to run its own language-training programme with a high success rate and operates a language-retention programme, which provides specialized courses in such fields as administration and secretarial work. Furthermore, it has announced an official-language policy which encompasses language of service, language of work, the language requirements of positions and French-language units. Finally, the Corporation reported that it is engaged in a programme to test its employees' knowledge of their second official language.

COMPLAINTS

File No. 2186—A Supervisor in Montreal

In an anonymous letter, a group of the Corporation's employees complained of the appointment of an English-speaking person, whom they described as unilingual, to the position of supervisor at the Montreal branch of the CMHC.

The Corporation replied that the appointment had been based on merit and the employee's professional qualifications. Although not fluently bilingual, he had nevertheless passed the third level of the Public Service Commission's language courses and had a sufficient command of French to perform his job satisfactorily. The Corporation also gave the assurance that the public would be served in both official languages and that the branch's employees could use French as their language of work. In his reply, the Commissioner stated that he had taken note of the assurances given by CMHC officials with regard to the language rights of its employees and the public.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1310	Ottawa	Unilingual markings on construction materials.	Rectified
2284	Ottawa	Information service gave answers in English to a French-speaker.	Rectified
2353	Ottawa	Two publications were available only in English.	Rectified
2429	Ottawa	Unilingual English letter.	Explanation offered
2492	Chibougamau (Quebec)	Unilingual English advertisement in <i>La Sentinelle</i> .	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2977	Ottawa	In the magazine <i>Habitat</i> , the book reviews were not translated into French.	Rectified
3246	Ottawa	CHMC's name was engraved in English only on a pen.	Rectified

CHIEF ELECTORAL OFFICER—"There's Gotta Be Something Better Than This"

EVALUATION

Election promises are now shrivelling on the vine or yielding their harvest in due season; soothsayers and diviners, more often pretentious than prescient, are on the dole; and defeated candidates are sifting through memories of the magnificent structures that would have been built on the consent of the majority. But one lamp is still burning: the Office of the Chief Electoral Officer is patiently at work, preparing for the next interregnum. While it has acted speedily upon the 18 complaints received, it has fully implemented only half of the recommendations formulated as a result of our special study completed in July 1972. However, the Chief Electoral Officer plans to suggest that various amendments be made to the Canada Elections Act to ensure the equal status of both official languages, and he will seek to implement the other recommendations, with his customary impartial zeal, in order to ensure that his services are provided in both official languages.

The latest information obtained from the Chief Electoral Officer indicates that of the 16 recommendations made in July 1972 following a special study, seven have now been acted upon. In particular, these recommendations concerned ballots, forms circulated during elections, special deputy returning officers, and telephone service and correspondence in the offices of returning officers in so-called bilingual electoral districts (those in which one of the two official languages is the mother tongue of at least 5% of the enumerated population). With regard to the two recommendations concerning notices and posters, returning officers throughout the country will be provided with the general contents of these documents in both official languages, in order to prevent errors in printing; as for the entries to be added locally on such notices and posters, the Chief Electoral Officer informed this Office that only bilingual electoral districts have staff capable of carrying out this work correctly in both official languages. As a consequence, these

two recommendations will be only partly implemented in unilingual electoral districts. We hope that the Chief Electoral Officer will be able to find a formula enabling him to conform entirely to these recommendations in the next by-elections or general elections.

In order to improve the quality of printing during election periods, the Chief Electoral Officer will issue directives to printers, reminding them of the importance of producing error-free texts in both official languages. We recommended that persons wishing to communicate orally or in writing with election officials in the official language other than the one used in their electoral district be enabled to obtain service directly from the Office of the Chief Electoral Officer; according to the latter, implementation of this recommendation presents considerable difficulties. It is our opinion that the persons to whom this recommendation refers should be informed by the appropriate media that they can communicate with Ottawa at no expense. The announcements could also indicate the telephone number of the Office of the Chief Electoral Officer in Ottawa.

Two other recommendations concerned the services in both languages that electors in an electoral bilingual district are entitled to expect from electoral personnel—enumerators, revising officers and deputy returning officers. According to the explanations provided by the Chief Electoral Officer, bilingual services will be available only in voting districts containing a linguistic minority group “of a certain size”. (We would like to study in greater detail the implications of this arrangement before commenting upon it.) However, our Office stresses the urgency of setting up control mechanisms—as, moreover, the Chief Electoral Officer proposes to do—ensuring that throughout each bilingual electoral district the minority group receives the services to which it is entitled under the Official Languages Act.

As it is the responsibility of the political parties to appoint the returning officers for each electoral district, it is also important to draw the attention of these parties to the requirements of the Official Languages Act. They should ensure that the returning officer thus appointed recruits enumerators, revising officers and deputy returning officers capable of providing required services in both languages where this proves to be necessary, particularly in the electoral bilingual districts.

Finally, with regard to amendments to be made to the Canada Elections Act, the Chief Electoral Officer agreed to enter them on the agenda of the next meeting of the Standing Committee on Privileges and Elections.

Most of the eighteen complaints involving the Office of the Chief Electoral Officer were submitted by French-speaking Ontarians.

After communicating with the returning officers concerned, the Chief Electoral Officer provided us with explanations concerning each of these complaints. To prevent the recurrence of such incidents, we reminded him in most cases of the recommendations formulated as a result of the special study.

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1983	Windsor	Poor quality of the French in public announcements.	Explanation offered
2996, 2998, 3003	Sudbury	French-speakers were visited by unilingual English enumerators.	Explanation offered
3011	Richibouctou (NB)	Lists of electors and polling divisions prepared in English only.	Explanation offered
3023, 3028	Ottawa, Timmins	Notice of enumeration completed in English although the information had been furnished in French.	Explanation offered
3045	Earlton (Ontario)	Telephone reception in English only: Returning Officer.	Withdrawn
3054	Mattawa (Ontario)	Unilingual English posters in the post office.	Explanation offered
3060	Ottawa-Centre	Services provided in English at the office for this electoral district.	Rectified
3092	Ottawa	Enumerators should be able to record the occupations of French-speaking voters in French.	Explanation offered
3098	Rogersville (NB)	Notice of enumeration posted in English only and electors' occupations recorded in English only on the list of electors.	Explanation offered
3109	Mattawa (Ontario)	Notice posted in English only.	Explanation offered
3110	Ottawa	A unilingual English enumerator called on a French-speaking person.	Explanation offered
3116	Ottawa	Services provided in English only at the polling station.	Explanation offered
3119	Vancouver	Electoral list printed in English only.	Explanation offered
3139	Ottawa	A French-speaker was visited by unilingual English enumerators.	Explanation offered
3146	Sudbury	The majority of the lists of electors were compiled in English only.	Explanation offered

COMMUNICATIONS—"Call Me"

EVALUATION

In these days of sophisticated communications systems, from electronic eavesdropping to telex to telepathy, the only thing worse than dialling the wrong number is not being able to find it in the directory. Many of the 16 complaints received against this Department concerned telephone service, more particularly absence of bilingual listings or operators. Our Office made recommendations with respect to two complaints. There were, however, no jammed circuits, busy signals or receivers left off the hook between the two offices. Although federal government telephone listings remain unilingual in many centres across the country, the Department has acted swiftly to settle complaints and carry out preventive measures. An Ottawa legend has it also that the Department's mynah birds are learning to chirp back in the language of the caller.

COMPLAINTS

File No. 1579—Telephone Directory

A French-speaker noticed that the listings of federal institutions were in English only in the Goose Bay telephone directory.

The Department informed the Commissioner that it had already taken steps to ensure that the listings of federal institutions be made in both official languages in the telephone directories of places located in bilingual areas. This programme was to be completed in December 1974 and to include all the main cities of Canada. Since the town of Goose Bay was located in an area where there was a rather small French-speaking population, it was not covered in the programme.

The Commissioner recommended that the Department extend its programme to include other Canadian and foreign cities where there are federal offices.

The Department replied in September 1974 that the implementation of the Commissioner's recommendation required supplementary funds as well as the necessary change in policy. It had written to the Treasury Board accordingly.

Treasury Board later recommended that a study be conducted to examine the situation in foreign countries. The study would be carried

out by a Government Telecommunications Agency-Information Canada committee in consultation with the Department of External Affairs and the Treasury Board Secretariat and it would recommend the action planned along with the resources required. The committee would probably complete the study by February 1975.

Listings in Canada could be made bilingual as soon as the Federal Identity Program Manual was published (publication was planned for November 1974). As there are 200 directories (including Telex), the Department would require three years to achieve its objective. This time estimate reflected the annual production cycle of directories and the anticipated time required for distribution. The Department was preparing a submission to Treasury Board to obtain the resources required.

In the meantime, action had been taken in all departments and agencies to ensure Federal Government listings would be published in both official languages in designated bilingual areas on a continuing basis. With regard to listings not bilingual as of December 1974, the situation in Canada was as follows:

- a) designated bilingual areas: of a total of 39 directories, 29 would have 100% bilingual listings; three would have 90%; one at 85%; five at 75% and the Vancouver directory at 35%; by mid-1975, 100% would be bilingual at all locations;
- b) other domestic directories: approximately 200 directories including Telex will require attention and they would be bilingual by December 1977.

The Commissioner informed the Department that he was satisfied with the measures taken.

File No. 3170 — Manuals in English

A French-speaker drew the Commissioner's attention to the fact that the departmental publication *Monitoring Service Manual: MS-1 Operations* (2nd edition) was not available in French.

The Department told the Commissioner that the publication was one of twenty manuals intended for its radio inspectors and other technical staff. Fifteen of them had already been translated, printed and distributed. The translation of the manual in question had been completed and was now being revised, and the French edition was expected to be ready shortly.

Noting that although the French version of the publication was expected to be available shortly five manuals in the series had yet to be

published in French, the Commissioner was of the opinion that this constituted a violation of the Official Languages Act. He therefore decided to recommend that:

- 1) the five manuals which were not yet available in French be published in that language by 31 March 1975, and
- 2) in future, all of the Department's publications, including those intended for the use of its technical staff, be made available simultaneously in English and French, preferably in a bilingual edition.

The Department replied as follows to the Commissioner's recommendations:

1) The French version of the manual MS-1 would go to press on 15 October. Translation of the four other manuals was completed. All that remained to be done was final revision and preparation of fair copy for the printers. Everything should be finished by 31 December 1974.

2) For some time the Department had been applying a policy of putting out simultaneous English and French versions of its new publications. The present manuals had been published in English more than 10 years ago by the Department of Transport, and the sudden demand for a translation of these publications (more than 500,000 words) had imposed a heavy burden on its own Translation Services, which had had to spread the work over a rather long period of time. This explained the delay in publishing the manuals in French.

The Department added that it had made a new request for additional translators to the Department of the Secretary of State and hoped for a favourable response.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1852	Ottawa	One of the receptionists at the government's main number replied in French only.	Rectified
2034	Ottawa	The Governor General's residence, Rideau Hall, was listed in English only in the government directory.	Rectified
2085	Moncton Halifax	Government telephone directories in small towns were printed in English only.	Rectified
2131	Edmonton	Lack of service in French at the federal government's information office in Edmonton.	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2164	St. John's (Newfound- land)	A public servant wished to take French courses.	Explanation offered
2329	Ottawa	No telephone services in French at the switchboard of the Communications Research Centre, Shirley Bay.	Rectified
2412	Ottawa	Unilingual English-speaking switchboard operator in the government telephone repair service.	Rectified
2658	Kirkland Lake (Ontario)	Government agencies were listed in English only in the telephone directory for the Kirkland Lake region.	Rectified
2926	Ottawa	An English-speaker was refused the services of a French monitor.	Explanation offered
2975	Ottawa	A switchboard operator replied in English to a French-speaking person.	Explanation offered
3123	Vancouver	Not all the listings in the government directory were bilingual.	Rectified
3236	Windsor	The government directory was not bilingual.	Rectified
3272	Ottawa	Cards identifying items on loan to the Central Canada Exhibition were allegedly unilingual English.	Not justified

ENVIRONMENT—"On a Clear Day"

EVALUATION

The Department considers that it has fully carried out 36 of the 45 recommendations this Office made as a result of its 1972 study of the Atmospheric Environment Service (AES). Recommendations concerning recruitment, language training and retention, translation, the automatic provision of bilingual service to the public, the appointment of a bilingual co-ordinator, signs, ways of increasing use of French in internal communications, have received the Department's ecological attention. However, the Department has failed to provide enough details on the actual measures taken, and is not capable of forecasting when the nine outstanding recommendations will be put into effect.

On the other hand, the Department seems to have fully implemented seven of the nine minor recommendations we made after study-

ing the Fisheries Service, Moncton, in 1972; it has made serious progress in fully carrying out the remaining two.

Members of the public transmitted 40 complaints against Environment Canada, five of which led to recommendations. These were acted on within a reasonable time. To the other 35 complaints, the Department usually reacted promptly and settled them effectively.

Environment Canada has successfully changed its headquarters' (in Hull) bilingual appearance by giving priority to French on all visual aspects. Nevertheless, it has a major fog-lifting task ahead before the two official languages are equally free of haze.

With respect to Special Studies (AES) recommendations, in several instances, information provided by the Department implied that implementation was either partly achieved or it was less than adequate. For example, in the case of our recommendation that publications be produced automatically in both official languages, the Department has made an exception where original scientific research material is concerned. However, its decision is being re-appraised by this Office in the light of recent complaints.

Of the nine recommendations yet to be acted on, Environment Canada imposed limitations on the one concerning publication of the internal newsletter *Zephyr* completely in both languages. Departmental policy is to print the lead article in English and French, and other articles and information in the official language of the author. The Department believes that such a practice aids the development of "bilingual conscience and competence" and it encourages French-speakers to write articles in their own language. The Department has improved the bilingual appearance of *Zephyr* since receiving this Office's recommendations but, in some respects, the equality of status of both languages is still not being respected. The solution might be to encourage the preparation of texts in either language and to translate a few more articles into French.

Environment Canada has moved on the remaining recommendations which, with the exception of the one concerning language training for support staff, relate mainly to the Department's contacts with the public. These contacts involved the AES exhibit at the Ontario Science Centre as well as the provision of various types of weather information. As of January 1975, weather services are available in both official languages east of Thunder Bay only. However, plans are in the offing to introduce a computerized forecast translation system for eastern and western Canada by June 1975. If this date proves untenable, a manned unit will be established in order to meet the Department's own December 1975 deadline.

As ways of increasing the use of French in internal communications, the Department's ideas included recruiting French-speakers and encouraging the preparation of scientific research texts in French.

The 1972 study of the Fisheries Service, Moncton, led to only nine minor recommendations, thanks to the efforts already made there by the Department. By November 1974, the Department considered as fully implemented seven recommendations covering signage, telephone service in both languages, bilingual service in the Albert branch office, bilingual forms, rubber stamps and form letters intended for public use. The Department has taken steps to put fully into effect two partly implemented recommendations; measures were underway to introduce bilingual flashes on uniforms and, in the case of telephone identification, the Department instructed employees to identify the office in both languages.

COMPLAINTS

File No. 1667—Language of Work in Hull

An alderman for the city of Hull sent the Commissioner a copy of a letter that he had addressed to the Minister of the Environment with reference to a complaint that he had received concerning the language of work in the Fontaine Building in Hull.

A woman had come to work in the Department in what she expected to be a bilingual setting. She was extremely disappointed to find that she was required to do little work requiring a knowledge of French. She realized that her supervisor and all the personnel in her section were unilingual English-speakers, which accounted for the fact that not only was 95% of her work in English, but she was obliged to communicate throughout the day with other staff members in English only. For these reasons, she quit her job.

The alderman wrote that this situation was intolerable, and that management personnel assigned to federal buildings in Hull should be bilingual.

The Department sent the Commissioner a copy of a letter that the Minister had addressed to the complainant, explaining the reasons for the departure of the employee in question.

The Commissioner nevertheless insisted on carrying out a more thorough investigation of the status of the French language in the Department's head office. This investigation touched on the following points:

(1) Bilingualism directives

The Commissioner asked the Department whether it had ever issued any directives concerning bilingualism. The Department replied in May 1973 that its first directives dated from May and July 1970, when it was called the Department of Fisheries and Forestry. The creation of the Department of the Environment from elements of seven existing departments, following an Order in Council in November 1970 and an Act of Parliament approved in June 1971, did not take place without a certain amount of confusion. It was for this reason that during its long gestation period, the Department of the Environment had not given the matter of bilingualism, then under study, the attention that it would otherwise have had. It pointed out, however, that it had already issued two directives relating to the language of work in French-language units, as well as memoranda concerning bilingual signs.

In June 1973, the Deputy Minister of the Environment published a brochure for the information of all employees, entitled "Policy on Bilingualism in the Department".

The Commissioner nevertheless pointed out to the Department that its policy, while commendable, was not specific enough with regard to the language of work. He would have liked to see the Department draw up a detailed plan for the establishment of French as one of the two working languages in a number of its branches, particularly in the Fontaine Building. He therefore recommended that the Department prepare such a plan and send him a copy of it for discussion purposes.

In response to this recommendation, the Department indicated that the government had not yet adopted any concrete measures or proposed any program for implementing the second part of the June 1973 resolution of Parliament on the official languages. The Department was, moreover, eagerly awaiting government directives in this regard. On the other hand, it believed that the identification and designation of bilingual positions could only serve to promote the use of French as a working language.

(2) Services to personnel

The Commissioner asked the Department if all services provided to personnel by the Personnel Directorate, the Library, Legal Services and so forth were made available in both official languages.

The Department replied that one of the clauses of its bilingualism policy stipulated that "effective immediately, in all matters of personnel services, employees of both language groups will be served either in the

written or oral form in their preferred official language". It added that this was in fact the practice.

(3) *Francophone representation*

In May 1973, Francophone representation in the senior administration of the Department was limited to two persons: the Senior Assistant Deputy Minister and the Director-General of Personnel. It has since doubled with the appointment of a Director-General of Finance and Facilities and a Director of Federal-Provincial Programs.

The Commissioner reminded the Department that the parliamentary secretary to the President of the Privy Council had informed the House of Commons on 16 May 1973 that 88.9% of the employees of the Department were unilingual English-speakers. He made it clear that he was troubled by the low proportion of French-speakers. He consequently invited the Department to take all measures necessary to increase the number of French-speaking employees during the next few years, in order to achieve a better numerical balance between English-speakers and French-speakers at all levels.

The Department replied that any appointment in the Public Service was subject to the merit principle and that to date, the expression of willingness to learn a second language and the knowledge of it were considered equivalent in this respect. The Department added that if the resolution of Parliament of June 1973 had been followed by a government program promoting the recruitment of French-speakers, its bilingualism policy would have reflected this. It was prepared to change its policy should the government adopt a plan in this regard. It stated that in any case, it was very conscious of the imbalance in the proportion of English-speakers and French-speakers, and that it was now making every effort to rectify this situation on the basis of current government policy and the Public Service Employment Act.

(4) *Language requirements of positions*

Since the Department was proceeding with the identification of bilingual and unilingual positions during the course of this investigation, the Commissioner expressed the hope that the proportion of unilingual French and bilingual positions would reflect more accurately than in the past the linguistic balance in the general population.

According to the Department's census, the breakdown of positions to be progressively designated between now and December 1978 is as follows: 72% of the positions require English only, 3% require French

only, 16% require knowledge of both languages and 9% require knowledge of either language; in principle, this would open a total of 12% of the positions to unilingual French-speakers.

The Commissioner was of the opinion that the figures cited above were only preliminary data subject to amendment by Treasury Board and did not necessarily reflect the situation in the Public Service as a whole. Treasury Board had assured him that it was at present actively engaged in developing a program which would give French greater prominence in the federal Public Service, especially in its regional operations in Quebec, in accordance with the second part of the resolution adopted by Parliament in June 1973.

(5) *Integration into the community*

The Commissioner asked the Department whether it had taken special measures since moving to Hull to integrate itself as harmoniously as possible into the surrounding language community.

The Department replied that before and since its arrival in Hull, it had taken measures which, though mainly of a socio-economic nature, had nevertheless had an effect in the cultural and linguistic sphere. These measures had begun with the Department's own initiative to change the name of the building from "Brontor" to "Fontaine" and had touched upon other aspects, such as urban transportation, taxi service, the purchase of equipment, warehouse facilities, personnel recruitment agencies and the transfer of its social activities; the Department had also asked its Co-ordinator of Bilingualism Development to examine the possibility of implementing through his services the most recent decision of the Hull city council regarding the priority to be given to French in the posting of notices.

The Commissioner strongly encouraged the Department to continue its efforts in this direction, so that its linguistic image might become more satisfactory to the people of Hull.

(6) *French-language units*

The Commissioner pointed out to the Department that it was somewhat surprising that there were no French-language units in the headquarters of a department as large as Environment Canada. Firmly convinced that every federal institution should have such units at its head office, the Commissioner recommended that this question be closely re-examined once the identification of bilingual and unilingual positions was completed, and that at least some of the main divisions of

the Department be transformed into French-language units. He made it clear that this measure should have no bearing on the recommendation made in point No. 1, since in his opinion French should enjoy the status of a working language outside the French-language units.

The Department replied that the establishment of French-language units in the National Capital Region was a difficult matter. In the first place, Hull had to be considered a part of the region, just as Ottawa was. It followed that Hull was subject to government policy applicable to the region as a whole. The Department added that even though it was always advisable to take the sociological climate into consideration, the mere fact of being located in Hull rather than Ottawa made it no easier to set up French-language units.

At the end of an in-depth analysis of the possibility of creating French-language units in the National Capital Region, the Department concluded that this would not be feasible at the present time. It considered, in fact, that it had first to ensure that services were provided in French to the 17 French-language units already in existence and that all communications with these units were carried out in French. To this end, the Department had designated as bilingual more than one-third of the positions in divisions in the National Capital Region and the Atmospheric Environment Service in Toronto which in the course of their work had contact with the French-language units. The Department was eagerly awaiting the government program concerning French-language units, and it assured the Commissioner that it would enthusiastically implement any practical plan that might be proposed.

In addition, the Department indicated that it was examining the possibility of setting up French-language work groups. These would differ from French-language units in that the employees assigned to them would continue to serve other staff members in both languages, at the same time encouraging French-speakers and bilingual English-speakers to address them and obtain services in French.

(7) Percentage of work in French

The Commissioner asked the Department approximately what percentage of work, by job category, was carried out in French in the Fontaine Building. The Department replied that this percentage varied greatly according to the type of service provided and to the job category involved. It was also necessary to distinguish between oral work and written work. Even within the written work category, according to the Department, it was difficult to arrive at an exact figure. The Department sent the Commissioner various statistics, mainly concerning divisions providing services to departmental personnel. It said it was hoping

for an improved percentage in several of these divisions as well as in other branches of the Department.

The Department recently informed the Commissioner that the use of French had increased in branches other than the Personnel Directorate. As an example it mentioned the Quebec Regional Board, one of five regional boards located throughout the country, which worked exclusively in French; the minutes of its meetings were distributed to the entire Department in French only.

Moreover, in its budget estimates for 1974-75, the Department asked Treasury Board to grant it a total of eighty-four man-years for the creation of unilingual French positions in the divisions responsible for staffing, administrative trainees, services to the French-language units, training and development and working instruments.

(8) *Documents for general use*

The question asked of the Department on this subject was whether all documents for general use by employees in carrying out their duties, such as notices, directives, reports, manuals and so forth, were provided in both official languages.

The Department replied that some of the documents for general use were already available in both official languages. Moreover, as part of its new bilingualism policy, all new documents of this type would be distributed in English and French. With regard to other documents which were available in only one language, they would be translated no later than 31 December 1978. The Commissioner asked the Department to expedite the translation of these documents.

The Department recently indicated that its plan for translating all unilingual documents by the end of 1978 would be subject to two external factors. It mentioned the Alie Report, named after the person who evaluated the Department's translation needs last summer: this study and the recommendations which resulted from it were presented to the Translation Bureau of the Department of the Secretary of State. It added that the Translation Bureau had agreed to assign an additional translation module to the Department of the Environment immediately and to provide it with one or two others during the 1974-75 fiscal year. The Department pointed out that the systematic distribution of documents in both languages throughout its organization by December 1978 would depend on the effectiveness of these new resources.

The Commissioner assured the alderman that he would continue to follow closely the promises made by the Department, and that he would keep him informed of any significant developments.

File No. 2056—"Environmentally Yours"

A father in Ottawa sent the Commissioner a copy of a pamphlet entitled "Environmentally Yours" which was included in the material addressed to thousands of students in the "Student Mailbag".

The Department informed the Commissioner that the document "Environmentally Yours" was made up of articles which originally appeared in two departmental publications, "Pollution Primer" and "Environment Needs You".

"Environmentally Yours" was first published as a supplement to a recent issue of the magazine "Today's Generation", which is sent to some 125,000 secondary school students across Canada. The "Student Mailbag" is a mailing system made available by the publishers of the magazine and their circulation list belongs to the agency, Canadian High News Limited.

Unfortunately, this magazine was published only in English. There were no comparable magazines or distribution services available in French. However, with the assistance of the Information Services Branch of Environment Canada, the publisher arranged with the publishers of the magazine "Le naturaliste" to produce a French version of "Environmentally Yours". Again with the co-operation of the Information Services Branch, the publisher endeavoured to draw up mailing lists for the French-speaking public in order to enlarge his own readership.

The Commissioner recommended to the Department that mailing lists be carefully checked to ensure that French-speaking students attending English-language schools (and vice versa) always receive government publications in the official language of their choice.

File No. 2183—Creeping Errors

The complainant noted that several signs at the Department of the Environment in Hull contained errors: for example, "Gestion de l'Environnement," "Relevés Hydrologique—" "Chef de la Services du Personnel."

The Department acknowledged that a great many errors had crept into the signs, which had been hastily prepared when its offices were moved to Hull. It invited representatives of the Commissioner to visit the premises and submit to the Commissioner a list of the corrective measures to be taken.

The Commissioner recommended:

- 1) that all notices and signs for informing the public or the staff as a whole at Place Vincent Massey be bilingual;

2) that one or two persons competent in French and English be designated by the Department to be responsible for all notices and signs;

3) that no employee be authorized to make changes in notices or signs or to put up new signs unless the French and English texts have been approved by the person(s) designated by the Department.

The Department welcomed these recommendations and took the necessary steps to carry them out. It also sent the Commissioner a copy of the directives it had issued in this regard.

File No. 2268—Regional Managers

The complainant noticed that a competition poster advertising positions of Regional Managers stated that a knowledge of English only was required. Since the duties of these positions included dealing with the general public and departmental personnel, the complainant was of the opinion that two positions, those of Regional Managers for Quebec and the Maritimes, should require a knowledge of both English and French.

The Department replied that the two positions of District Managers in the Maritimes and in Quebec had been declared bilingual. The incumbents of these positions report to the Regional Managers and should be able to satisfy the need for service to the public in both official languages.

Considering that the positions of Regional Managers included supervisory duties in regions where French should be (Quebec) or could be (Maritimes) the normal language of work, in addition to the responsibility of dealing with the public, the Commissioner recommended that these positions be declared bilingual.

The Department replied that the position of Regional Manager (Quebec) would require the knowledge of both English and French. It added, however, that the language requirements for the position of Regional Manager (Maritimes) would not be changed since they had been established in conformity with Treasury Board guidelines. The Treasury Board concurred in the Department's decision. The Commissioner indicated that he maintained his position on his recommendation and that he would in due course report on its implementation to the Clerk of the Privy Council and Parliament.

After further discussions, the Commissioner asked for an organizational chart of positions in the Maritime Region (Fisheries and Marine Service) from the level of Chief to that of Director, along with an indication of language requirements and designation dates, as well as a description of duties for each of these positions. This would

allow the Commissioner to assess more fully the nature of services offered to the general public and departmental employees. Shortly after, the Department announced that the position of "Regional Manager, Small Craft Harbours—Maritime Region" had been identified as bilingual in conformity with the Commissioner's recommendation. The Department also promised to send the required organizational chart as soon as its current reorganization has been completed.

File No. 2416—Fisheries Service

A French-speaker from Shediac, New Brunswick, where 85% of the population is French-speaking, stated that the Fisheries Service office in Shediac answers its telephone in English only.

After a first check, the Department told the Commissioner that the receptionist had indeed answered: "Fisheries Service/Service des Pêches" to the caller. Then the latter apparently began a short conversation which was carried on in very acceptable French.

After receiving the Department's reply, a check made by a representative of the Commissioner's office revealed that although the telephone receptionist was in fact bilingual she failed to identify the Service in French.

The Commissioner recommended that the telephone be answered in the two official languages at the Fisheries Service office in Shediac.

The Senior Assistant Deputy Minister for Fisheries and Marine Sciences issued a directive ordering telephone receptionists always to identify the Fisheries Service in French and English.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1705	Ottawa	Ottawa Weather Office identified in English only on the telephone.	Rectified
1763	Wye Marsh (Ontario)	Unilingual English documents sent to a French-language organization by the Wye Marsh Wildlife Centre operated by the Canadian Wildlife Service.	Rectified
1820	Ottawa	A competition poster announcing an opening for a director stated that only a knowledge of English was essential.	Rectified
1892	Ottawa	Unilingual English signs in the parking lot of the Canadian Wildlife Service's Eastern Region office.	Rectified
1925	Ottawa	Transfer to Toronto of a unilingual English employee: Weather Office.	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1978	Montreal	Garbage bag labelled in English only.	Withdrawn
2093, 2344	Halifax and Fredericton	Press releases in English only sent to a French daily.	Rectified
2116, 2342	Winnipeg (Manitoba)	Services rarely available in French at the Winnipeg Weather Office.	Rectified
2125	North Bay (Ontario)	Calls for tenders posted in English only in the post office.	Rectified
2304	Ottawa	Unilingual English stamp.	Rectified
2439	Burlington (Ontario)	Provisions were allegedly made to use English as the only working language at the International Symposium on the Geochemistry of Natural Waters.	Rectified
2456	Hamilton	Unilingual English brochure.	Explanation offered
2588	Ottawa	Unilingual English emblem on a French-language publication released by the Canadian Hydrographic Service.	Rectified
2641, 2650, 2684	Ottawa	Mediocrity of the French in the December 1973 edition of the magazine <i>Pêches</i> .	Rectified
2680	Ottawa	Unsatisfactory results of a French Language Knowledge Examination due to noisy conditions.	Rectified
2981	Ottawa	No French version of the <i>Weather Ways</i> manual (1974).	Explanation offered
3022	Ottawa	Poor quality of the French in a publication.	Rectified
3089	Ottawa	Application for a position rejected.	Explanation offered
3104	Ottawa	Publication available in English only.	Rectified
3209	Hull (Quebec)	Menu and service in English only at the restaurant in the Fontaine Building.	Explanation offered

EXTERNAL AFFAIRS—"I Left My Heart in San Francisco"

EVALUATION

In diplomatic circles, where euphemism is traded for understatement, any crude criticism would suggest that the spokesman was but

a mere third vice-consul unable to distinguish démarche from diktat. And yet, one cannot help but wonder at this Department's "surprisingly" slow progress. According to usually reliable sources, it is true, several of our recommendations have been or will soon be included in the Department's Manual of Procedures. On the other hand, to state that the Department has been a little lackadaisical in dealing with the 19 complaints filed since last year would not be so unfair as to justify an aide-mémoire of protest.

The missions that the Department of External Affairs maintains in Western Europe and the Americas were the subject of a special study in 1972, and of a report containing 51 recommendations concerning such aspects of the application of the Official Languages Act as representation, human resources, departmental directives, manuals, printed matter and forms, reception of telephone calls, and internal communication.

The most recent information obtained indicates that of a total of 51 recommendations, 10 may be considered fully implemented, 18 partly implemented, and 19 not implemented. The Department has given no indication of the fate of the other four recommendations. In other words, while some progress has been made, much remains to be done.

The situation may be summarized as follows: in terms of accomplishments, it is clear that the Department has fully or partly implemented a number of recommendations concerning services offered to the public and internal communication at its missions.

The Department has reminded senior officials at its missions to respect the equal status of the two official languages in contacts with the public; it has also made efforts to respect this status in the exhibitions for which it is responsible. Moreover, it has adopted many, if not all, of the measures recommended to improve telephone service at the missions. As the missions distribute official statements and make films available to the public, the Department has tried to ensure that all statements appear in both official languages and that a suitable proportion of films are available in each of the two languages at all locations. Finally, the Department is making sure that printed matter distributed to the public by the missions is available in both official languages, preferably in a single document; where this type of presentation is not possible, each version identifies the Department in both languages, and the reader is informed that an equivalent document exists in the other official language. The recommendation that all forms for use outside the Department be bilingual has been carried out, but the one requiring that rubber stamps for external use be made bilingual has been only partly implemented.

In terms of accomplishments relating to internal communication, a number of recommendations have been wholly or partly implemented. In the area of departmental directives, the missions have assembled documentation on bilingualism, and the Department has partly implemented recommendations that bilingual administration manuals, reference works and dictionaries be made available to employees at the missions. In addition, although to only a limited degree, documents for general use within the missions are issued simultaneously in both languages.

Along with these fairly substantial accomplishments, the Office of the Commissioner noted a number of weaknesses. Certain recommendations relating to contact with the public and internal communication have not yet been carried out. This is the case with two recommendations that works contained in mission libraries be made available in both languages in a suitable ratio.

It is also the case with two recommendations concerning identification of the Department in both official languages in press releases and classified advertisements. Finally, the recommendations concerning visual aspects, forms, stationery, cards and typewriters have not all been carried out.

COMPLAINTS

File No. 1935 — Cars of the future

A French-speaker complained that documents distributed to the public at an exhibition of cars of the future were for the most part printed in English only. Certain captions describing the exhibits were also in English as were the films shown on closed-circuit television.

The exhibition had been prepared by the Department with the help of the National Museum of Science and Technology and the Department of the Environment, on the occasion of the meeting in Ottawa of the NATO Committee on the Challenges of Modern Society.

The Department informed the Commissioner that it had sought to ensure that documentation and captions supplied by NATO were bilingual. This had indeed been the case.

In regard to other participants, the Department explained that they represented automobile manufacturers or the Government of the United States and that it found it difficult to press unduly the matter of bilingualism. Given the nature of the exhibition, the short space of time allowed for its preparation and the large number of bilingual documents which had nevertheless been made available to the public, the Department believed that it had done all it could to fulfil its role. The number

of visitors on 14 and 15 April had greatly exceeded predictions and it was quite possible that documents in a given language had not been available at one time or another.

In reply, the Commissioner stated that he believed it was important, for events of this type, to provide the documentation offered to the public in French as well as in English. He therefore recommended that participants in such exhibitions be invited in future to comply in this respect with the provisions of the Official Languages Act.

The Department assured the Commissioner that it always sought to reflect the bilingual character of Canada in public events of a similar nature. When the bilingualism adviser learned that the Department would be responsible for or would take part in an exhibition, he made certain that both official languages were given their proper place by sending a memorandum on the matter to those responsible. The Department indicated to the Commissioner that, for example, it had ensured the bilingual character of the Conference of Commonwealth Prime Ministers held in the summer of 1973, as well as that of the Conference of Commonwealth Ministers of Finance (September 1974) and of the visit of the Prime Minister of Japan during the same month. Some time ago, the bilingualism adviser had established close contacts with the various branches of the Department and was preparing for the conference and exhibition to be held in Vancouver in 1976. The Department explained that it obviously could not be responsible for the acts or omissions of other departments and agencies. With regard to events in which it took part, it sought to keep a close watch in order to comply with the recommendations made by the Commissioner of Official Languages.

The Commissioner informed the Department that he found its reply satisfactory.

File No. 2264

The complainant discovered that a large map of Canada in the entrance hall of the Canadian Embassy in Haiti is labelled in English only.

The Department replied that such maps had been distributed to several missions a few years ago but that they were becoming increasingly difficult to obtain.

The Commissioner recommended that, starting with Port-au-Prince, all unilingual maps in public view in Canadian missions be replaced with bilingual maps.

The Department finally provided the Commissioner with a copy of its directive ordering that maps labelled in English only be removed.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1536	Ottawa	A French-speaker received the English version of the magazine <i>International Perspectives</i> . The envelope also bore an inscription in English only.	Explanation offered
1955	Ottawa	Plaques identifying the buildings or offices occupied by the representatives of foreign governments were often unilingual English.	Explanation offered
2147	Cape Town, Pretoria (South Africa)	Difficulty experienced in obtaining service in French at the Canadian Embassies in Cape Town and Pretoria.	Explanation offered
2358	Ottawa	Letter in English sent to a French-speaking person.	Explanation offered
2392	French West Indies	An objection was raised to the fact that there were no Canadian consulates in Martinique, Guadeloupe or French Guiana.	Explanation offered
2430	Ottawa	Only the words "External Affairs" appeared on a truck.	Rectified
2519	New Delhi (Colombo)	Lack of service in French at the High Commissions in these two cities. In addition, in New Delhi the magazine <i>Canada</i> was published in English only.	Explanation offered
2621	Rome	Difficulty in obtaining service in French at the Canadian Embassy. In addition, the documents available were in English only.	Explanation offered
2767	Ottawa	Telegram written in English only sent to the employees of several missions abroad.	Explanation offered
2833	Ottawa	Grammatical error on a signboard in the parking lot of the Lester B. Pearson Building.	Explanation offered
2856	Ottawa	A French-speaker disputed the use of the title "Affaires Extérieures" instead of "Affaires Etrangères".	Explanation offered
2937	Ottawa	Unilingual receptionists at the Lester B. Pearson Building.	Not justified
2962	Ottawa	A French-speaking public servant asked the Commissioner for help in obtaining the necessary authorization to take a French course.	Referral
3048	Ottawa	Telephone service in English only at the Information Division, Europe.	Explanation offered
3222	Ottawa	Unilingual English stamp.	Rectified

FARM CREDIT CORPORATION—"Brother, Can You Spare a Dime?"

EVALUATION

The Farm Credit Corporation seems to have come across some kind of linguistic liability insurance service since it has prevented complaints and has succeeded, by July 1974, in applying six out of eight recommendations this Office made following a special study in 1971. Its credit, therefore, in matters of language, is still better than last year.

The Farm Credit Corporation has taken an active interest in language training and retention programmes and has ensured that signs, calling cards, telephone listings and publicity are in both official languages. Its guidelines on bilingualism, published in 1973, also make mention of these subjects.

The one remaining problem again this year is the difficulty of recruiting bilingual graduates in agriculture in order to offer service in both official language in the 26 offices mentioned in the 1971 special study. Seven such localities (Peace River, Athabasca, North Battleford, Saskatoon, Prince Albert, Portage la Prairie, Brandon) are still a source of concern; however, in each case, either employees are taking language training or bilingual service is being assured by neighbouring offices, an acceptable temporary solution until such time as the problem is definitely resolved.

INDIAN AFFAIRS AND NORTHERN DEVELOPMENT—"Indian Love Song"

EVALUATION

The Department, through early recognition of its responsibility under the Official Languages Act's Section 10 to provide bilingual services to the public from coast to coast, traced a trail which departments and Crown corporations such as the Ministry of Transport and CN might profitably follow. The Department has shown foresight in developing a job-oriented language retention programme for employees located in Ottawa which, if successful, will be introduced in the parks. The Department has also wisely prolonged the services of the regional bilingual coordinators whose continued presence seems necessary to maintaining and extending the excellent results of the last three years. Nevertheless, it is somewhat disappointing to note that, while the De-

partment has made progress at several points of the bilingualism compass, it has postponed still further its target dates for giving effect to a number of recommendations made as a result of complaints and two special studies.

Citizens lodged 23 complaints against the Department, most of which concerned signs and services, mainly in the national parks. Four of these required recommendations. The Department, as in the past, was commendably prompt in finding satisfactory solutions to complaints in nearly all cases.

Even though the Department has been among the leaders in accepting and implementing the Official Languages Act, it is a pity that the Tussaud Wax Museum in Banff continues successfully to frustrate the objectives of this Office and the IAND and to create a violation of the Act. This museum remains an uncharacteristic yet regrettable example of the Department's legal quibbling and administrative pussyfooting with its concessionaires.

As stated in the *Third Annual Report*, the National Parks and Historic Sites Branch was the subject of two special studies done by this Office.

In a report to us in November 1974, the Department indicated that during that year it had made progress in rendering national parks signs bilingual, had distributed a bilingual manual of directional and information signs, made a greater number of interpretive programmes available in both languages and recruited additional bilingual naturalists in the Maritime Provinces. In addition, the Department had identified its manpower needs with a view to recruiting appropriate staff for parks in Western Canada.

However, despite these measures, some 40 recommendations have not yet been fully implemented. The Department is unwilling to move forward its 1977 completion date for making all historic markers bilingual. In 1972, we recommended a target date of June 1975 and still consider a further delay, without clearly explained valid reasons, of two and a half years as unacceptable.

The Department indicated that, while it expected all signs in national parks to be bilingual by June 1975, it had extended the target date for the signs programme in the canal systems to May 1976. This Office had already taken issue with the Department for changing the original date for signs in the canal systems from December 1974 to June 1975. This further delay, for which no explanation has been provided, seems totally unreasonable, especially since relatively few signs are involved. Moreover, the Department has still not fully met recommendations concerning bilingual labels, descriptive texts and the greater use of symbol signs, the meaning of which would be explained

in a bilingual brochure. The Department has also been slow to open negotiations with provincial governments with a view to replacing unilingual park approach signs.

This Office had recommended that all public information material be provided in both official languages by June 1972. Although the Department had previously reported that it had met this recommendation, its most recent reply revealed that approximately seventy brochures distributed in western parks were still unilingual and that the target date for making them available in both official languages had been changed to June 1976. Once again, little information was provided to explain the Department's derogation from the target date recommended.

The Department has made little progress in providing bilingual telephone listings for parks and canals offices or in ensuring that weather and road reports are in both languages. Bilingual service was still not available at information booths at all times, although the Department has assured this Office that it is provided during the "normal visitor season."

The Department had not met its target of December 1973 for having recordings used in interpretive programmes available in both languages, nor is it clear when recordings, slides and films will be available at all locations in French and English. It is essential that the Department recognize the importance of this information service to the travelling public.

The Department had begun to develop a language training programme within the parks, and was still studying the possibility of establishing a naturalist school in the east to provide specialized language training. Although a job oriented language retention programme has been developed for employees located in Ottawa, nothing, however, has been done to develop language training and retention programmes for employees of the Canals Division.

The Department stated that it had taken steps to ensure that concessionaire services are provided in both official languages. However, it still needs to exert a greater influence to achieve the desired result, since certain of these services, such as the provision of bilingual safety signs, were far from satisfactory.

COMPLAINTS

File No. 1933—An Amendment

A French-speaker complained that a competition for Land Title Officers in the Indian and Eskimo Affairs Program had been amended

to admit both unilingual and bilingual candidates but the amendment had been circulated in English only.

The Department explained that the positions advertised called for people who would do research and interpret documents that had been prepared in English. The competition poster required competence in English only; the positions were not identified as bilingual.

The Department told the Commissioner that it had wanted to make these positions accessible to French-speakers as well as to English-speakers. An amendment had therefore been published to open the competition to candidates who did not have the language qualification but were willing to take language training. Due to an oversight, the amendment had been circulated in English only.

The Commissioner recommended that a revised competition notice be issued in both official languages.

The Department replied that it now realized that the amendment did not conform to the provisions of the Government's bilingualism policy and that it could not offer to provide language training to meet the language requirements of positions where only a knowledge of English was required. The Commissioner accordingly agreed to withdraw his recommendation.

File Nos. 2076, 2191—Cruise Boats

Two French-speaking persons complained of a lack of services in French on the cruise boats operated by Paul's Boat Lines on the Rideau Canal and the Ottawa River. The Commissioner thought that this complaint had been disposed of in his Annual Report for 1971-1972 (page 261).

The Department of Indian and Northern Affairs—to which this complaint applies, as a result of a transfer of departmental responsibility—and the Commissioner each sent a representative to make an one-the-spot investigation. They observed that a tape-recorded commentary was provided in French and English during the cruise. The quality of the language spoken appeared to be satisfactory. It appeared, however, that there was no provision for assistance in French in the event of accident or emergency, as the personnel operating the boats were unilingual English. The representatives found that the notices and tickets were in English only, and that barely one-sixteenth of the space in the folders was allotted to French. The ticket sellers were serving English-speaking customers in their language, but were not doing the same for French-speaking customers.

After referring to the correspondence he had had in 1970 with the Department of Transport and the National Capital Commission, the Commissioner recommended to the Department of Indian and Northern

Affairs that the concessionaire be required immediately, in accordance with the terms of the lease which sets conditions for tourist services, to post bilingual notices, provide bilingual folders and tickets, and hire bilingual ticket sellers and commentators for the tourist cruises, so as to reflect the equal status of both official languages. He also recommended that the Department in future ensure, under the terms of any lease it may negotiate, that the concessionaire provide such bilingual services; this recommendation was particularly urgent as the Department would be dealing with the renewal of Paul's Boat Lines' lease on 1 January 1974.

The Department agreed to amend any future lease so as to require that the concessionaire respect the equality of both official languages in printing his notices, tickets, and so on, and in offering services. It reminded the Commissioner that it had no jurisdiction over Confederation Square or the Rideau Bridge, but indicated that it would endeavour to include a stipulation in the lease with regard to posters displayed by the operators in these locations.

Seven months later, the Commissioner had to point out to the Department that the concessionaire was still advertising in English only, and he asked to be informed of the steps taken by the Department to correct the situation before the opening of the 1974 tourist season. The Department replied that it would have the unilingual posters corrected immediately. There was also the matter of ensuring that service personnel are bilingual. However, as the current concession was about to expire, the concessionaire could not be expected to go to the expense of correcting his folders. In any event, the Department was to call for tenders for long-term operation of tourist cruises, and the successful bidder would be required to advertise and to provide services in both official languages, in some instances subject to prior approval by the Department.

File No. 2217—Concessionaires

A French-speaking tourist from St. Boniface, Manitoba, noticed to his regret that signs, publications and guide commentaries were in English only at the Tussaud Wax Museum in Banff National Park.

The Department informed the Commissioner that its bilingualism policy with regard to concessionaires was to ensure that a clause requiring that service to the public be provided in both official languages was inserted when leases were renewed or contracts signed.

In this case, it was discovered upon examination that such a clause had not been added to the contract. The Department therefore agreed to discuss the matter with museum representatives.

In spite of the national park superintendent's efforts at persuasion, the manager of the Museum was not prepared to take upon himself the additional costs that the provision of service in French would entail, since he believed that there was no significant demand and since the Museum was visited by many tourists speaking German, Ukrainian, Spanish and Japanese. The Department then offered to contribute to the preparation of a bilingual brochure and a bilingual sound track. The manager, while refusing the department's offer, said that he would keep its suggestion in mind.

The Commissioner, being of the opinion that this lack of service in French contravened Section 10(1) of the Official Languages Act, recommended, as a temporary measure, that the bilingual documents in question be prepared and that upon renewal of the contract, a clause respecting the provisions of the Act be inserted.

Representatives from the Office of the Commissioner and the Department met to examine the means best suited to ensure that concessionaires comply with the Official Languages Act. A departmental representative indicated that he made a distinction between concessionaires and leasees. The first were persons or organisations providing such service to the public as the Department might otherwise provide itself in the absence of a contract; the second were persons or organisations providing services that the department would not provide in the absence of a contract. The Tussaud Wax Museum would fall in the second category. Leases usually contained an automatic renewal clause.

The Commissioner's *Second Annual Report* makes mention of a special study conducted at the request of the Department and concerning its National Parks and Historic Sites Branch. With regard to concessionaires, the Commissioner recommended that: "the Branch review all existing contracts with concessionaires to determine what can be done to require concessionaires to comply with the Official Languages Act; the results of this review be made available to the Commissioner by 29 February 1972 . . ."

The Office of the Commissioner is continuing its efforts to ensure the implementation of this recommendation. Following this recommendation, a review of the contract held by the concessionaire revealed that article 5 stipulated that the contract and its renewal were subject to all regulations then in effect or to be decreed later by the Governor in Council concerning managing and supervising national parks.

Accordingly, the Commissioner invited the Department to maintain its diplomatic relations with the Tussaud Wax Museum management in order to persuade them to accept the offer made to help them comply with the provisions of the Act.

The Department argued that Section 10 of the Official Languages Act required only that services be provided in French and English by departments and agencies of the Government of Canada, by crown corporations and "by any other person pursuant to a contract for the provision of such services entered into by it or on its behalf on and after the 7th day of September 1969 . . ."

The Department added that, aside from the fact that the lease with the Museum had been signed in 1933, it did not oblige the lessee to provide services. According to the Department, it seemed clear that the Museum would not be bound by regulations decreed to ensure the respect of Section 10 of the Official Languages Act. The Department stated that it would nevertheless continue its efforts to convince the Museum management to provide bilingual service and would be pleased to assist it if need be.

The Commissioner replied that he did not agree with the Department's interpretation of Section 10 of the Act and believed that it did not represent the legislator's intention. Furthermore, he did not think that Parliament intended to exclude leases from the larger category of contracts for the provision of services. The Commissioner informed the Department that he would forward its reply to the Clerk of the Privy Council and publish an account of it in his annual report.

File No. 2589—On a Canoe Trip

A group of French-speaking youths on a canoe trip from Ottawa to Quebec City were given documents in English only at the Carillon locks at Hawkesbury.

By way of explanation, the Department pointed out that since the canoe was not registered in accordance with the Small Craft Regulations, it was not authorized to pass through the locks. However, this in no way justified the error that was committed.

The Department added that instead of providing the group with the bilingual publication, "Navigation Canals/Canaux de navigation", a copy of which it forwarded to the Commissioner, the lockmaster or some other employee had unfortunately given them outdated documents.

The Department asked the Commissioner to convey its apologies to the complainant for this incident which it deeply regretted.

The Commissioner recommended that the Department remind all its lock employees of their obligation under the Official Languages Act to provide small craft pilots with material which is bilingual or in the official language of their choice.

The Department issued directives to regional park directors, who are responsible for the administration of navigation canals, reminding them always to serve the public in the official language of its choice.

File No. 3086—Departmental Golf Tournament

The complainant took exception to the posting on each floor of the headquarters building of two copies of a memorandum written in English only regarding a departmental golf tournament.

The Department informed the Commissioner that the memorandum was addressed specifically to Program Personnel Advisers and Division Chiefs. It added that the memorandum had not been intended as a notice but someone had unfortunately taken the liberty of photocopying it and posting copies in the building. Finally, the Department said that if the memorandum had been intended as an official notice to all staff, it would have been issued in both official languages.

The Commissioner was of the opinion that the memorandum should have been issued in both official languages. Accordingly, he recommended to the Department that memoranda announcing administrative decisions of wide interest to the headquarters staff be henceforth issued in both official languages.

The Department agreed with the Commissioner's recommendation and assured him that it would be followed in future.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2011	Ottawa	Publication in French only in <i>Intercom</i> .	Rectified
2030	Fort Beauséjour (NB)	No French-speaking guides on Sunday.	Not justified
2301	Ottawa	A competition notice indicated that a knowledge of English only was essential for a bilingual position.	Rectified
2399	Jasper	Unilingual English signboards at the entrance to the park.	Rectified
2410	Winnipeg	The ceremony for the unveiling of a plaque to commemorate La Vérendrye was conducted almost exclusively in English.	Explanation offered
2531	Lower Fort Garry (Manitoba)	Lack of bilingual guide services in October, 1973.	Explanation offered
2742	Ottawa	A competition notice announcing an opening for an exhibition planner in Cornwall stated that a knowledge of English only was required.	Explanation offered
2895	Hopewell Cape (NB)	A commemorative plaque on the monument erected in memory of the Right Honourable R. B. Bennett bore an inscription in English only.	Explanation offered

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
3042	Ottawa	Unilingual English receptionist in a division.	Explanation offered
3155	Ucluelet (BC)	Poor quality of French used on posters.	Rectified

INDUSTRY, TRADE AND COMMERCE—"I'm in the Money"

EVALUATION

After a rather long rumination about profit and loss in the bilingualism business, some stirrings of concern with the Official Languages Act are now noticeable in this Department. To be sure, its industry in this area does not yet justify any public celebrations; while the Department's accomplishments with regard to the recommendations resulting from a special study allow a still very faint glimmer of hope to penetrate the darkness, the same cannot be said about the manner in which the Department has dealt with the 16 complaints received concerning the bilingual aspect of services provided to the public, particularly in Canada.

However, if the Department were, in the near future, to follow up its announced policy with concrete action, write off as losses some of its rather dubious options (especially its interpretation of the concept of "significant demand") and capitalize its interest by studying and implementing our recommendations, it might then be able to turn a profit for itself, and Canadians, in respecting the equality of status of the official languages.

It was in March 1972 that this Office, following a special study of the Department's offices abroad, formulated 38 recommendations. Of this number, it would appear that 24 are now in effect and four others, concerning the deployment of bilingual staff and the language knowledge examination, are in the process of being implemented; this progress is due more to the efforts of Treasury Board and the Public Service Commission than to those of the Department. In the case of eight other recommendations, namely those concerning telephone reception, publications, printed matter, rubber stamps and signs, the Department has only partially met the requirements. Finally, with regard to one recommendation concerning press releases and another concerning the advertising posters of the Office of Tourism, the Department's arguments seemed convincing and its preferences acceptable.

The foregoing record is somewhat encouraging. However, an attentive examination of the Department's policy, stated in a brochure distributed in September 1974, prompts two reservations. In the first place, the general principles set forth in the Department's policy should be followed by more specific directives, to ensure that in day-to-day administrative practice, the personnel of the Department respect the requirements of the Act. In the second place, with regard to the eight recommendations mentioned above, it would seem that the Department, in introducing the concept of "significant demand" with respect to Section 10(2) of the Act, is interpreting it too restrictively and thus running the risk of receiving complaints from the public. This is particularly true since the task of evaluating "sufficient demand" appears to be left to individual employees, who may have varying opinions on the matter.

The Department has shown less than wild enthusiasm in settling the 16 complaints lodged against it. Even though it readily accepted in principle the suggestions and recommendations made after investigations, in practice it has made very few efforts to improve the situation. As an example, the French edition of the January 1974 issue of *Canada Commerce* was not published until March 1974; the French edition of the September 1974 issue appeared five months after the English edition.

As there is still many a slip 'twixt the cup and the lip, the Commissioner intends to follow the progress of the Department's policy and the implementation of his own recommendations, and to require a report on the reforms actually carried out. Without the latter, the Department's general policy will amount to little more than good intentions, with which, it is said, the road to hell is paved. This Office, moreover, has, begun a second special study, this time concerning the Department's activities as a whole, from the standpoint of the language of internal communication as well as that of the language of service.

COMPLAINTS

File No. 2042—Furniture and Allied Industries Division

A French-speaking woman from Quebec complained that, on 24 May 1973, she was unable to communicate in French over the telephone with the Furniture and Allied Industries Division of the Department of Industry, Trade and Commerce in Ottawa. She pointed out that the receptionist had replied in English that her position was not bilingual and that she was therefore not required to speak French. The complainant added that the telephone conversation had ended abruptly without the receptionist even being able to take down her name and phone number so that someone who did speak French could contact her later.

The Department informed the Commissioner that an English-speaking secretary recalled the incident. Since the person to whom the call should have been referred was absent at the time, the secretary inquired in English if the caller wished to leave a message. Then, according to the Department, the person at the other end asked in English why she was not being answered in French. The Department pointed out that the secretary had tried to explain that, although she sometimes answered the telephone, her position was nevertheless unilingual English; it also pointed out that she had tried in vain to obtain the caller's name and phone number.

The Department stated that the Division in question was normally able to answer questions from the public in either official language. It assured the Commissioner that it always endeavoured to serve members of the public in the official language of their choice.

After further inquiry, the Commissioner made the following recommendations to the Department:

- 1) that employees of the Furniture and Allied Industries Division identify the division in both official languages when answering telephone calls so that service is provided in French and in English;
- 2) that unilingual English employees automatically transfer calls in French to fellow employees with a good knowledge of that language, saying to the caller "Un instant, s'il vous plaît";
- 3) that employees of the Division refrain from speaking English to French-speaking persons since service must be automatically provided in the official language of the person seeking such service;
- 4) that callers not be kept waiting too long; and finally
- 5) that the composition and distribution of Division staff be such that service can be provided in both official languages at all times.

The Department assured the Commissioner that in future the Furniture and Allied Industries Division would make every effort to ensure service in both official languages at all times.

File No. 2084—Linguistic requirements

An English-speaking complainant drew the Commissioner's attention to the linguistic requirements in two competitions, one for four positions in the Resource Industries and Construction Branch and the other for seven positions in the Office of the Industrial Policy Adviser. In the complainant's view, a knowledge of both English and French was necessary to fulfil the duties of these positions properly, but in each case the competition required only a knowledge of English.

The Commissioner pointed out to the Department that, from the job descriptions, it was apparent that most, if not all, of the positions

involved contact with the public, particularly with the management, marketing and engineering staff of industrial enterprises. Some of the positions also involved liaison with provincial governments and the chairing of conferences.

The Department replied that the determination of language requirements was the prerogative of the Department and the Treasury Board and maintained that it had sufficient bilingual capability to provide services to the public in accordance with the Official Languages Act.

The Commissioner then asked the Department to provide him with details of the linguistic composition of the branches concerned. He also made a formal recommendation that a knowledge of both English and French be required for those positions whose duties include being chairman *ex officio* of conferences which, by their nature, are likely to involve both English-speaking and French-speaking members of the public.

The Department provided the Commissioner with details of the linguistic composition of the two branches and informed him that all the positions of division chief and a number of other positions in the two branches had been identified as bilingual. The Commissioner was of the opinion that, provided that bilingual staff was suitably deployed, the branches were capable of serving the public in both official languages.

He also noted that the Department concurred with his recommendation and would provide simultaneous translation or take other administrative steps to ensure there was always bilingual service at conferences involving both English-speaking and French-speaking members of the public, if the current incumbent of the chairman's position was not bilingual.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1929	Ottawa	Map of Canada in English only.	Not justified
2260	Ottawa	Reprint from British magazine published in English only.	Rectified
2291	Ottawa	Unilingual English rubber stamp.	Rectified
2379	Ottawa	Letter written in French translated into English and back into French.	Explanation offered
2493	Ottawa	Discrepancies between English and French versions of <i>Canada Events</i> .	Explanation offered
2771	Ottawa	Inadequate services in French from departmental library.	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
3192	Ottawa	Error in entry in French in a telephone directory.	Rectified
2502	Ottawa	Telephone answered initially by employee who couldn't speak French.	Not justified
2573	Ottawa	French version of <i>Commerce Canada</i> up to three months late.	Explanation offered
2649	Ottawa	Letter in English sent to French-speaking person.	Rectified
3078	Cleveland (U.S.A.)	Identification in English only on envelopes.	Rectified

INFORMATION CANADA—"Baby, Hang up the Phone"

EVALUATION

This Office, aware of Information Canada's burdensome role of keeping the Canadian public alert to the latest government folklore, doesn't really mind disseminating information on subjects (such as grants, summer camps and citizenship) other than the Official Languages Act. For the agency, as far as the Act is concerned, continues to display its wares more or less within the law.

Information Canada reacted quickly to the 22 complaints received in 1973-74 and implemented recommendations made in four cases. In particular, it has recognized the need for advertising that most of the publications it sells are available in French as well as English and can be bought in its bookstores or ordered and delivered within three to five days. Miracles may take a day or two longer.

COMPLAINTS

File No. 2117—Bookstore in Winnipeg

A French-speaking person complained that people of her language group are not being catered to at the Information Canada bookstore in Winnipeg. According to her, French-speaking people can never obtain service in French. She also stated that, as a general rule, only English books are displayed. If, by chance, the book is bilingual (as an example, she mentioned the *Second Annual Report* of the Commissioner of Official Languages), only the English side is shown.

Information Canada informed the Commissioner that each of its bookstores possessed a sign indicating the availability of books in the French language. It also emphasized that each of its centres had a staff that was able to offer service in both official languages. As examples, it pointed out that its Information Centre in Winnipeg had two French-speaking employees, that one member of its mobile team of information officers in Manitoba was French-speaking, and that the officer in charge of Information Canada operations in the Prairie region was French-speaking. He also added that all these people were bilingual.

Information Canada also supplied the Commissioner with a list of 150 publications being sold at that time in its Winnipeg bookstore. This list did not include the publications distributed free of charge by Information Canada on behalf of departments and agencies. However, it did state that its Winnipeg bookstore sold an average of only two French books per week.

On the occasion of another similar complaint, the Commissioner had already asked Information Canada to encourage, through appropriate advertising, the French-speaking people of the area to make better use of the publications available to them. The agency replied that it was taking measures to encourage the French-speaking people of the area to take advantage of its services in Winnipeg. The Commissioner then requested that Information Canada provide him with details of these promised measures. In addition, since the bookstore and the Information Centre constituted two distinct services, he asked the agency to provide him with information on the language ratio of the bookstore staff as well as on its distribution.

Information Canada informed the Commissioner that its Winnipeg bookstore was dealing more and more with the Collège de St. Boniface and with Landry's bookstore, also in St. Boniface, both offering publications in the French language. It added that it intended in the near future to use the French radio station CKSB to invite the French-speaking people of the area to take advantage of the services offered to them by Information Canada.

With regard to the staff at the Winnipeg bookstore, Information Canada pointed out that there had been a French-speaking clerk at this bookstore since 20 August 1973. The agency's management stated that prior to this date, the bookstore's staff consisted of five employees, one of whom was an English-speaker able to express himself in French and who was registered for further second language training.

Given these facts, the Commissioner emphasized that this bookstore should, in accordance with the Official Languages Act, be able to ensure service in both official languages at all times. In view of the nature of the complaint, he recommended that definite directives be

issued to ensure that courteous service is offered at all times to the bookstore customers in the official language of their choice.

A representative from the Commissioner's office noted that, during the week of 10 August 1973, only a few bilingual publications, and none in French alone, were on display near the window of this bookstore. The Commissioner therefore recommended that Information Canada make an effort to display a number of French publications in its Winnipeg bookstore as well as the French side of some bilingual publications.

Information Canada replied to the Commissioner that it accepted the above-mentioned recommendations and would see to it that the French-speaking population of the Winnipeg area received maximum service in the French language.

File No. 2247—Bookstore in Toronto

A French-speaking person from the Toronto region complained of the fact that there was only a limited selection of French publications at the Information Canada bookstore in Toronto.

Information Canada advised the Commissioner that its bookstore in Toronto did offer certain publications in French. It went on to say, however, that since the population of Toronto was almost entirely English-speaking and the demand for publications in French was very limited, it would be too costly to keep thousands of additional publications on hand to satisfy the three or four requests received by this bookstore each month.

Information Canada noted that this policy also applied to its other regional centres. In Montreal, for example, the reverse was true. Information Canada kept on hand a number of texts in English proportional to the English-speaking population.

Further, Information Canada pointed out that all its regional centres offered bilingual services, and, if a publication was not available in one or other of the two official languages, an order could be sent to Ottawa immediately. Delivery took three to five days.

In view of the fact that in the 1971 census there were 45,570 French-speakers in the Toronto area, the Commissioner advised Information Canada he found it hard to understand why its Toronto bookstore had received only three or four requests a month for publications in French. Further, he wondered whether Toronto residents knew that, if a publication was not available in French or in English at the Information Canada bookstore in Toronto, it could be obtained within three to five days.

Accordingly, having regard to the nature of the complaint and the explanations offered by the agency, the Commissioner recommended

that Information Canada advertise to the public the fact that all publications in French or English sold by Information Canada could be obtained from its Toronto bookstore either immediately or after a relatively short delay (of three to five days) if they were not in stock at the bookstore.

After consulting with its Toronto staff, Information Canada agreed to improve promotion of French publications. It also decided to post, in its Toronto bookstore, a notice explaining that French publications which were not on its display stands could be obtained from Ottawa. Information Canada further noted that such a notice was in use at its Winnipeg store and it would be distributing copies to its Vancouver and Halifax stores.

File No. 2928—A Questionnaire in English

A French-speaking person responsible for an information centre in New Brunswick received a questionnaire in English from Information Canada.

His organization found it regrettable that a unilingual English questionnaire should be sent to a centre with an obviously French-sounding name. The questionnaire had been sent to more than 300 libraries and community centres throughout the country. As information intended for these organizations was usually bilingual, it was by oversight that an Information Canada employee had sent an English copy of the questionnaire to the complainant.

The Commissioner recommended that Information Canada take all steps necessary to ensure that in future, each citizen, or institution received services in the official language of its choice.

File No. 3178—A Letter in English

The secretary-general of a French-language association sent the Commissioner a copy of a letter, written in English only, which Information Canada had addressed to his association.

The Director of this agency informed the Commissioner that the letter, which had been sent to the association by the Financial Services Division, had been prepared in both official languages, French and English. It had originally been planned to present the two versions on either side of the same sheet, but various administrative problems and the necessity of mailing the monthly statements of account at the earliest date possible had made such an undertaking impossible. The French and English versions had accordingly been printed on two separate sheets.

He explained that members of the Ottawa and District Association for the Mentally Retarded had been given the task of inserting the

letters in the appropriate envelopes, and that very specific instructions as to which clients were to receive both versions of the letter had been given to them; these instructions also applied to all clients in the province of Quebec.

As the anonymity of the complainant was respected during the investigation of this matter, Information Canada could only assume that the error was committed either by the Association, which, had neglected to include a copy of the French version of the letter in the envelope, or by the Financial Services Division, which at the time it gave its instructions, was unaware that the complainant wished to receive his correspondence in French.

Information Canada nevertheless accepted responsibility for the error and apologized for any inconvenience that might have resulted from it. The agency assured the Commissioner that the occurrence was exceptional and that it endeavoured at all times to observe the requirements of the Official Languages Act.

To avoid further errors in distribution, the Commissioner recommended that:

- (a) all form letters intended for clients of Information Canada be issued in both official languages in a single document;
- (b) at the time of mailing these documents, the clerks have at their disposal the means to verify in which official language the client wished to receive communications, so that addresses would be suitably worded.

In response to these recommendations, the Director of the agency took the following steps : he advised the Financial Services Division that in future, they should prepare all form letters in both official languages in a single document. With reference to the second recommendation, clients would be given the opportunity to indicate, if necessary, the language in which they wished to receive the information to be sent to them.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2001	Winnipeg	Availability of publications in French at the bookstore.	Explanation offered
2314	Ottawa	Two French-language publications were unavailable at the bookstore.	Recommendation
2333	Ottawa	Unilingual English postcards.	Explanation offered
2394	Ottawa	Few publications available in French at the bookstore.	Explanation offered
2431	Ottawa	Form printed almost entirely in English sent to a French-speaker.	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2727	Montreal	Telephone operator's greeting not wholly bilingual.	Rectified
2825	Ottawa	Unilingual English advertising leaflets.	Rectified
2939	Ottawa	Service provided in English only at the entrance of the Vanguard Building.	Rectified
3019	Ottawa	The equal status of French was not respected in the publication of a bulletin.	Rectified
3174	Ottawa	Only two of the forty publications on a display stand were in French.	Rectified
3180	Ottawa	Error in a publication.	Rectified
3218	Ottawa	Unilingual stamp.	Rectified
3355	Ottawa	The English edition of a map was not available.	Explanation offered
3340	Halifax	Unilingual English sign.	Rectified

MANPOWER AND IMMIGRATION—"I Hear You Knocking"

EVALUATION

In regard to the Official Languages Act, the Department, compared with many other institutions, shows an encouraging spirit of cooperation. For instance, it has a deputy-minister who takes a personal interest in bringing about innovative solutions (a few complainants even like him); it has a well-documented manual on the official languages which leaves no room for "discretion" on its officers' part; it has established a monitoring mechanism (no magic or Mata Hari's) to ensure that its administrative guidelines are respected; it has 132 French-language units and sub-units in Canada and Europe—these are a few of our favourite things.

The Department has been quick to pin-point the causes of, and to apply remedies to, the 93 complaints lodged against it. Most of these were attributable to easily avoidable mistakes or misunderstandings. The demands by official-language minorities for face-to-face service in French at Canada Manpower Centres in parts of Northern Ontario, in British Columbia and elsewhere, indicate that the Department should extend its usual ingenuity to provide these offices with a bilingual capability. The Department has fully implemented the 48 recommenda-

tions this Office made as a result of special studies conducted in Montreal, Moncton, Ottawa and in various immigration offices abroad; but its handling of the recommendations we made after studying the services in Greater Winnipeg, gives rise to some concern.

In December 1974, the Department informed us about the implementation of recommendations ensuing from two studies, one of the Department's operations in various immigration offices abroad, and the other, of its services in the Winnipeg area.

The special study of immigration offices abroad contained thirty-two recommendations, all but three of which had been carried out by October 1973. These recommendations (numbers 27, 29 and 31) were concerned with the preparation of statistics on the linguistic composition of the Department's foreign service officer staff, the availability of management courses for these officers in either official language and the determination of the number of bilingual officers to be recruited. The Department reported in December 1974 that it had completely met these three recommendations.

With regard to the recommendations made pursuant to the study of services in Greater Winnipeg, the Department's reply and a follow-up visit by members of the Commissioner's staff at the end of 1974 revealed that twelve of the 17 recommendations had been fully met and the remaining five were partly implemented.

At the end of 1973, telephone services in both official languages were not available in all centres; since then, however, the Department has made some progress and now answers telephones in both languages at the Regional Office and at Canada Manpower Centres in St. Boniface, Winnipeg, Winnipeg West and Winnipeg North. There is still no French-speaking capability at offices located at post-secondary institutions and none of the positions in these offices has been identified as bilingual. The Department has taken no further action to implement more than partly the recommendation regarding reception services and initial contacts with clients. It once again reported that the Winnipeg and St. Boniface Canada Manpower Centres are the only offices with bilingual receptionists, despite the fact that centres in Winnipeg North and Winnipeg West have some bilingual personnel.

Three matters, namely job vacancy descriptions on Canada Manpower Centre notice boards, job advertisements in newspapers and news releases cause some concern. We had received assurances, in the past, that these documents were always in both English and French. However, in its latest report to us, the Department stated that although all forms were bilingual, standardized translations of job vacancy descriptions were only in the process of being prepared, while job advertisements and news releases were not always available in both

the English and French media. The Commissioner trusts that the Department will, in future, ensure that these documents are always prepared, displayed and made available in both official languages.

COMPLAINTS

File No. 935—"Esprit Côte-des-Neiges"

In an open letter captioned "Arrogance ou inconscience des anglophones" (Arrogance or thoughtlessness of English-speakers) addressed to the Secretary of State, Mr. Gérard Pelletier, and published in *La Presse* on 26 July 1972, a French-speaking Montreal resident complained of the "peculiar bilingualism" of the "Esprit Côte-des-Neiges" project funded by the federal government. He stated that the program was administered mainly by unilingual English-speakers and that, as a result, French-speaking clients could not obtain service in their own language.

Since the letter published in *La Presse* mentioned the Opportunities for Youth program, the Commissioner first communicated with the department concerned, the Secretary of State Department, which stated that the project in question had not been funded by Opportunities for Youth 1972. The Commissioner then got in touch with the Department of Manpower and Immigration, which administers the Local Initiatives Program. This Department experienced difficulty in identifying the project because of lack of specific information on its official status (for example, its number, its entry in the departmental files and so forth). Upon locating the file, the Department expressed a desire to discuss the matter with the Commissioner.

The Commissioner studied the various documents submitted by the Department of Manpower and Immigration and pointed out to the latter that, under the agreement, the Federation of Catholic Community Services Inc. (new name of the Federation of Catholic Charities) served both French-speaking and English-speaking residents in the Côte-des-Neiges district. By virtue of this fact, and because the agency had received a grant from the Canadian government, the Commissioner felt that it should offer its services in both official languages at all times.

Consequently, he recommended that the Department examine the possibility of including in any new agreement with the Federation of Catholic Community Services Inc. aimed at extending this program, a clause requiring it to provide service in both official languages at all times.

In addition, the Commissioner recommended that the Department study the possibility of including similar clauses in all contracts concluded between the Canadian government and project sponsors within the context of the Local Initiatives Program whenever services were required to be provided in both official languages.

The Department replied that, in keeping with the basic philosophy of the Local Initiatives Program the proposed aims could be achieved without inserting such a clause in the contracts. Since Local Initiatives projects did not constitute government services, the Department could not intervene in their administration. However, it agreed to bear the official languages factor in mind when studying submissions under the Local Initiatives Program in order to ensure that future projects offered bilingual services if the population to be served consisted of both French-speakers and English-speakers.

The Commissioner admitted that this would represent an improvement. However, he pointed out two weaknesses inherent in this new procedure—first, once an application had been approved, the Department could no longer exercise control over what was or was not done to satisfy the language requirements, and, secondly, there was no official invitation to applicants to offer services to the public in the language of its choice. The Commissioner therefore informed the Department that he would stand by his two recommendations.

The Department then replied that, in most federal ridings, applications to the Local Initiatives Program would henceforth be examined by an advisory committee composed of local representatives. The Department felt that, since the latter would have a good knowledge of local needs, they would recommend projects that met the language requirements of the community involved.

The Commissioner replied that he would make the Department's stand known in his annual report.

File Nos. 1626, 1627—Welland and Port Colborne

Two Ontario residents, one from Welland and the other from Port Colborne, complained that the Department had not offered them training courses in French, and said that they had found it difficult to follow courses in English. They also said that the Manpower Centres in both cities did not always provide bilingual service.

The Department replied that it believed it had a sufficiently bilingual staff in Welland to offer service in both languages, but admitted that there were no bilingual counsellors in the Port Colborne Manpower Centre. The Department added that it would remind its employees of its policy regarding the language of instruction for courses in bilingual areas.

The Commissioner recommended that :

- 1) the staff at the Welland Manpower Centre be distributed in such a way as to ensure service in both official languages at all times, and that the Department reminded its employees that, if they are addressed by a client in French, this in itself constitutes a request to be served in that language ;
- 2) the Port Colborne Manpower take steps as soon as possible to provide service in both official languages at all times ;
- 3) the Department send periodic reminders to the managers of manpower centres in bilingual areas that they are to ask members of the minority-language group which language of instruction they prefer and to offer them training in the official language of their choice whenever possible ;
- 4) the Department set up an effective system of referral or automatic transfer to centres where the courses are offered in the desired language.

The Department replied that its staff in Welland was distributed in such a way as to ensure service to the public in both official languages and that its employees were aware of the necessity of serving clients in the language of their choice. The Department planned to assign a bilingual officer to the Port Colborne Manpower Centre in order to ensure the availability of service in French. A directive was issued urging the regional directors to set up an effective system of referral or automatic transfer to centres where clients could take the courses they wished in the language of their choice.

During a visit to the regional office in Toronto, the Commissioner's representatives had occasion to discuss this matter again with Manpower representatives so that they might avoid a repetition of similar complaints.

File No. 1692—Toronto Regional Office

An officer of a French-language co-operative submitted an application in French for the Training-on-the-Job Program and received service in French from the Canada Manpower Centre in his area. The application was then sent to the Department's Toronto office. An employee in this office, who wished to obtain further information telephoned the co-operative and spoke in English. Since he had also received other complaints concerning the Toronto regional office, the Commissioner decided to send two of his officers accompanied by a representative of the Department, to study the organization of this office in relation to the requirements of the Official Languages Act.

In order to help the Commissioner with his investigation, the Department sent him a list of the bilingual employees in the Toronto regional office as well as explanations regarding the processing of

applications for the Training-on-the-Job and Local Initiatives Programs. The investigation by the Commissioner's representatives revealed that some of the problems involving services provided to the public were attributable to the lack of bilingual personnel at the regional office and too frequent use of translation.

The Commissioner recommended that when it identified and designated bilingual positions, the Department take into account the need to increase the bilingual capacity of the unit responsible for the Training-on-the-Job Program and auxiliary services in order to provide service of equal quality to the French- and English-speaking public and enable employees to work in the official language of their choice. The Commissioner also recommended that the translation services observe the priorities established in section 4 of the Translation Bureau Regulations.

The Department replied that during the 1973-74 fiscal year, twelve per cent of the members of the Local Initiatives Program unit were able to communicate in French and that this number was sufficient to meet the demand for service in French. In addition, the unit responsible for the Training-on-the-Job Program had been decentralized, the forms and other documents had been standardized, and relations with the public had been made the responsibility of counsellors in the Manpower Centres. The Department hoped that these measures would obviate the problems that had been raised. It intended to identify and designate a sufficient number of bilingual positions during the fiscal year to meet the requirements for auxiliary services and supervision. The Department also undertook to respect the priorities established for translation.

File No. 1749—Welland and St. Catharines

A French-speaker reported that he had gone to the Canada Manpower Centres in Welland and St. Catharines (Ontario) and found that the receptionists at both these offices could speak only English. He was apparently made to wait until someone was found who could speak with him in French. He added that while he was waiting in the Welland office a young woman who spoke only French was unable to make herself understood by the receptionist. In Welland as in St. Catharines, the employees did not understand French and were able to answer his questions only in English. However, the complainant added that he had no criticism to make regarding the attitude of the staff.

The Department pointed out to the Commissioner that the number of employees able to provide service in French in the St. Catharines and Welland offices was as follows : in St. Catharines, one counsellor, one supervisor and one typist were perfectly bilingual; in Welland, two counsellors, one switchboard operator and one receptionist were bi-

lingual. The bilingual receptionist occupied the main position at the information counter. The Department said that the staff of these two offices was sufficiently balanced linguistically to provide adequate service to both the English- and French-speaking public.

The Commissioner pointed out to the Department that the complaints he had brought to its attention concerning these two offices contradicted its assertion. He therefore recommended that the Department assign a bilingual receptionist to the St. Catharines office, that it ask receptionists in both offices to inform the French-speaking public that service could be obtained from French-speaking counsellors, and that it take appropriate measures to avoid making French-speakers wait longer for service than English-speakers.

The Department took the necessary steps to appoint a bilingual receptionist to the St. Catharines Manpower Centre and to provide adequate service to the French-speaking public.

File No. 1971—Sudbury

A complainant from Sudbury stated that the new immigration policy was advertised in English only in his area ; he mentioned in particular the advertisements appearing on buses. He also claimed that the announcement of the official opening of the Canada Manpower Centre for Students was in English only and that he believed the ceremony was conducted solely in that language,

The Department acknowledged that a very limited amount of publicity in English for the new immigration policy was done in the Sudbury area, including the use of 34 bus cards ; but it denied, with supporting details, that the opening ceremony of the Canada Manpower Centre for Students was conducted solely in English.

The Commissioner reminded the Department of its obligation to provide its services in the Sudbury area in both official languages and, after quoting the results of the 1971 Census, recommended that all departmental advertising and promotional activities in the area, including all news releases, be always made simultaneously in both official languages.

The Department agreed to implement the Commissioner's recommendation.

File No. 1986—Hamilton

A French-speaker telephoned the Canada Manpower Centre in Hamilton and asked the operator in English whether there was anyone at the Centre capable of interviewing French-speaking students seeking employment. The operator replied that no one spoke French in the

office but that, if the students would come down, they would try to arrange something.

The Department of Manpower and Immigration informed the Commissioner that the operator at the Hamilton Manpower Centre was not bilingual but that she had considerable experience. Whenever callers asked for someone who spoke French, she would immediately refer the call to a bilingual manpower counsellor capable of providing the information requested. An inexperienced employee may have relieved the switchboard operator during her lunch break. In any case, the Manpower supervisor was preparing a list of names and telephone numbers of all bilingual counsellors for the use of telephone switchboard operators, receptionists, and information clerks. This list was to enable staff to locate French-speaking employees in the office when necessary.

The Department added that there were enough bilingual employees to meet the demand and to avoid the repetition of incidents such as the one that had given rise to the complaint. In addition, it assured the Commissioner that every possible effort was being made at the Manpower Centre in Hamilton to ensure that the public was served in the official language of its choice.

The Commissioner recommended that the Department ensure that :

- 1) telephone operators identify the Manpower Centre in both official languages ;
- 2) unilingual switchboard operators reply merely "Un instant, s'il vous plaît" and transfer all calls in French to a bilingual colleague, without the caller having to insist that his call be transferred ;
- 3) unilingual English-speaking telephone operators refrain from speaking English to French-speaking persons since service is to be provided automatically in the official language of the customer ;
- 4) the waiting time be always as short as possible.

A system was set up to enable switchboard operators to automatically transfer all calls from French-speaking persons to a bilingual employee. On 13 September 1973, the Office of the Assistant Deputy Minister sent a memorandum to all regional directors requesting that they provide their switchboard operators with a list of all employees capable of providing the public with bilingual service. In addition, telephone operators were taught the appropriate French phrases for the implementation of the Commissioner's recommendations.

As for the fourth recommendation, the Department was of the opinion that waiting time would never be a problem since the demand for service in French was small and Hamilton Manpower Centre had nine bilingual employees capable of providing adequate service in both official languages.

File No. 2047—Accounting

A French-speaking person from New Brunswick stated that he was sometimes unable to obtain certain informational material in French from the Manpower Centre to assist officers in charge of Local Initiatives programs with their accounting system and documentation on the Local Employment Assistance Program.

The Audit Services Bureau of the Department of Supply and Services, in co-operation with senior departmental officials, produced a pamphlet in English entitled *Accounting System for Local Initiatives Program Projects*.

The purpose of this brochure is to help promoters carry out their projects under the Program in disadvantaged areas where the services of a full-time accountant cannot be justified. It serves as a guide for them in keeping their books and in drawing up balance sheets. Where necessary, the Audit Services Bureau handles the setting up of the accounting system itself. For a variety of reasons, the Department was unable to prepare an acceptable French version of the English text, and the former was not distributed until about two months later.

The second part of the complaint had to do with internal administrative documents given out at a conference on the Department's special programs in Ottawa in March 1973, to enable participants to study the implementation of these programs. As the relevant information was required as soon as possible by the various Manpower Centres throughout Canada, and since translation of these documents had not been completed, departmental employees were encouraged to begin their programs anyway, following the instructions contained in this initial documentation.

The Department pointed out that it had been trying to obtain a translation of the English text since February 1973. However, revisions in the text had made it impossible for the final version to be completed before the end of the conference. Nevertheless, a bilingual pamphlet entitled *Fact Sheets* and *Actualité* was now available at all Canada Manpower Centres.

The Commissioner recommended that the Department do its utmost to reduce to a minimum delays in the publication of French texts. The Department agreed to follow this recommendation.

File Nos. 2231, 2251—Training Courses

Two French-speakers objected to the lack of Canada Manpower Training Program courses in the French language in Timmins, Sudbury, and Hearst, Ontario.

The Department explained that several important factors are considered when deciding to offer courses in French in Ontario, such as

the availability of clients to fill French-language training seats, the capability of the Province to develop French training courses, and the needs of local employers. Only one of these criteria could easily be met in Sudbury, Hearst and Timmins: the vigorous undertaking of a strong initiative on the Department's part to encourage the Province to develop skill programmes in French. However, the difficulty was in attracting enough clients to fill the classroom. Furthermore, there was a heavy demand for unilingual English or bilingual clients from employers in all three Canada Manpower Centre areas, but very little demand for unilingual French clients. In any event, the Department decided to send a team to conduct an on-the-spot study of the situation.

Two visits were made by the team to north-eastern Ontario and a thorough analysis was made of Canada Manpower Training Program course purchases for that area. As a result, the following French-language courses were planned for 1974-75: academic upgrading courses (Sudbury); a skill course for cutters and skidders (forestry)—(Hearst); a business and commerce course (Sudbury); a course for forestry filers (instruction available in French and English)—(Timmins). In addition, the Department intended to hold further discussions with provincial officials responsible for the operation of all Canada Manpower Training Program institutional training courses, and pilot projects would be developed to test new approaches for the provision of job-oriented training. The Department believed that this kind of action would enable it to find more effective ways of providing services to its clients in both official languages.

File No. 2312—French Courses

A French-speaker from Ottawa stated that the Department of Manpower and Immigration would not let her husband, an immigrant artist, take French courses under the Canada Manpower Training Program.

The Department replied that any immigrants who do not have a sufficient command of French or English to find employment may take language courses given by the Department in either official language. Although the complainant's husband spoke neither French nor English, this had not prevented him from finding employment since he practised his profession as an artist on his own account. He was therefore not eligible for the language training given as part of the Department's program. A number of immigrants who wish to learn one of the official languages, or even both, take the evening courses offered by local school boards and other educational institutions. This possibility was also open to the complainant's husband.

The Commissioner forwarded the Department's reply to the complainant. She was not satisfied and discussed her case with the Commissioner on a radio programme. The Commissioner expressed the opinion at that time that any immigrant who had recently arrived in Canada, whatever his trade or profession, should be entitled to take an introductory course on Canadian society in either French or English, whichever he chose. He later got in touch with the Department in the hope that it would reconsider its decision and allow the complainant's husband to take French courses.

The Department then explained its policy to the Commissioner. Immigrants experiencing difficulty finding a suitable job because of their insufficient knowledge of English or French may be given full-time language training under the Canada Manpower Training Program. However, immigrants who can find work in their own or a related field, even if it is at a lower level than the work they were doing in their native country, are not eligible for such training. Instead, they may enrol in one of the many part-time language courses offered by the educational institutions receiving funds to provide such courses from the Secretary of State Department. The Department repeated that it could not give the complainant's husband language training since he had been practising his profession on a full-time basis for the past year.

The Commissioner again expressed to the Department his views on setting up an introductory course on Canadian society for immigrants. He felt that the Department could help immigrants study the official language of their choice for a certain length of time, and that this would no doubt facilitate their integration into the cultural and linguistic life of the country. Such assistance would not require a major revision of Department policy; it would merely require that a broader interpretation be given to existing regulations concerning language courses. The Commissioner suggested two ways of interpreting the regulations that would allow the Department to grant the request made by the complainant's husband.

In its reply, the Department encouraged the complainant's husband to take a part-time language course given by universities, community colleges and school boards for a modest fee. Although it agreed with the principle put forward by the Commissioner, the Department could not authorize the complainant's husband to take full-time language training.

The Secretary of State Department had the chief responsibility in the area of language training for immigrants, while under the Adult Occupational Training Act the Department of Manpower and Immigration provided language courses only as training for a particular job. Although a broader interpretation of the regulations was desirable, the Department had to balance its budget and therefore could not give

language courses to all immigrants requesting them. The Department planned to spend approximately \$18,000,000 during the 1973-74 fiscal year on language courses given as part of the Manpower Training Program. The Commissioner transmitted the Department's final reply to the complainant and encouraged her husband to take part-time language courses. He even gave the complainant the names of several institutions offering French courses in Ottawa.

File No. 2341—Advertisements in French-language Weeklies

The editor of a French-language weekly newspaper in Western Canada stated that the Department advertised only in the English or the ethnic press. He referred specifically to publicity concerning the Local Initiatives Programme and the Immigration Adjustment of Status Programme.

The Department told the Commissioner that its policy was to select advertising media on the basis of the people it wished to reach. In the case of the Immigration Adjustment of Status Programme, priority had been given to foreign-language media and English and French mass media to reach the audience. The Department had seriously considered using weekly newspapers, but its budget could not be made to cover advertising in the more than 950 English and French weekly papers across Canada. With regard to the Local Initiatives Programme, the Department stated that the weekly paper whose editor had filed the complaint had received advertising for this programme.

Because of the discrepancy between the complainant's and the Department's version of the facts, the Commissioner telephoned the complainant, who said that his newspaper had received the LIP advertising—but only after he had registered his complaint and telephoned Department officials in Ottawa. He added that his newspaper had later received advertising relating to the Immigration Adjustment of Status Programme.

The Commissioner had dealt with a number of complaints concerning advertising in French-language weekly newspapers in Western Canada. He had come to the conclusion that, where there were no French-language daily newspapers, federal departments should use French-language weeklies for publicity purposes. He therefore recommended that the Department adopt a policy of advertising in French-language weeklies where no French-language daily newspapers existed, just as it had already done in the case of the complainant's newspaper.

The Department replied that, following the telephone conversation it had had with the complainant, its advertising agency had been instructed to place LIP advertising in the complainant's and several other French-language weeklies. No advertising had been placed on a

national basis in weeklies with regard to the Immigration Adjustment of Status Programme, but regional offices had been authorized to augment national advertising whenever they believed that people in their areas were not being reached by the national campaign. Consequently, publicity relating to this programme had been placed in the complainant's newspaper by the Regional Office.

The Department expressed its concern that all Canadians be fully informed of government programmes, and asked for guidance from the Commissioner.

The Commissioner suggested that the Department should advertise wherever possible in French-language and English-language weeklies in those areas of Canada where daily newspapers in one or the other official language did not exist.

File No. 2538—Windsor CMC

When the manager's position at the Canada Manpower Centre in Windsor fell vacant in September 1973, the linguistic requirements of the position were changed from "bilingual" to "English essential". The complainant maintained that a knowledge of both official languages was, in fact, necessary for the job.

The Department said in order to provide bilingual service it seemed more practical to have the position of receptionist and some of the manpower counsellors' positions identified as bilingual rather than to have the manager's position bilingual. It added that this view had the support of the Public Service Commission and the Treasury Board. The Commissioner asked the Department for detailed information on the bilingual capability of the Centre in Windsor. The Department replied, but then wrote again with a revised list of bilingual positions as its original list evidently contained several errors. The Commissioner, on reflection, decided to send two complaints officers to Windsor to investigate and report on the situation.

At the time of the visit, the Centre's staff included a receptionist, a supervisor and two counsellors who were fluent in French. Six other employees were scheduled for language training.

The area manager maintained that, despite the sizeable local minority which claimed French as its mother tongue, there was in fact little demand for service in French. However, whenever service was required in French, it was always provided promptly. Correspondence which came in French was answered by the staff in French. The area manager could not recall having received any complaints about the language of service. (The Commissioner had not had any either.)

The Commissioner's representatives reported that it seemed to them that there was probably very little expressed demand for service

in French but that this might be at least partly due to the mainly unilingual English appearance of the office. Unless it was made very plain that the two official languages had equal status within the Centre, French-speaking clients might well be reluctant to exercise their right to use their mother tongue to discuss employment and training possibilities. On entering the Centre, the client was immediately confronted with a very large notice on the wall opposite the door inviting him, in English only, to use the new classified job lists.

These lists were kept in binders at small desks labelled with the names of the various trades (e.g. carpenter, clerk). The names on the desks, the instructions in each binder, and the lists themselves were in English only.

To the right of the entrance, there was a large notice-board on which the latest vacancy notices were pinned. The Department's name and a few descriptive words were in both languages, but the texts of the notices were all in English.

Finally, the pamphlets on careers, although bilingual, were almost all displayed English side up.

These things might well have the cumulative effect, albeit unintentional, of proclaiming that the Centre operated in English and that those who wanted service in French were asking for a favour.

The Commissioner came to the conclusion that, under present circumstances, it was not necessary to identify the manager's position as bilingual. He reached this conclusion not on the basis of the geographical criteria established in Treasury Board guidelines, but because the data gathered on the specific situation in Windsor did not seem to warrant, for the time being, a bilingual manager.

The Commissioner, however, made the following three recommendations which were intended to help the Department correct the linguistically unbalanced visual aspect of the Centre in Windsor and guard against a similar situation developing elsewhere:

- 1) that all new initiatives and programs have the bilingual element built into them right from the planning stage (in the case of the self-service job lists, this would probably include providing from headquarters draft texts and instructions that are needed to set up the system in the various Centres where it is to be used);
- 2) that management structures ensure effective co-operation between departmental staff responsible for bilingualism, those who identify the language requirements of positions and arrange language training, line management and operations planning groups; and
- 3) that Centres be regularly and systematically checked to make sure that adequate bilingual capability is always maintained and properly deployed, and that the visual aspect of the Centres fully reflects the

Department's desire to serve its clients in the official language of their choice.

The Department informed the Commissioner of remedial action that it had taken to improve the visual aspect of the Windsor CMC and to advertise its capability to serve the public in both official languages. It agreed with the Commissioner's first and third recommendations and had issued appropriate directives to its branch directors and regional directors-general. It was studying (in December 1974) the second recommendation as part of the process of organizational change and renewal under way.

File No. 2891—Vancouver

A French-speaker alleged that when he visited the downtown Vancouver Canada Manpower Centre to get information and politely asked to be served in French an employee told him that without an appointment made two weeks in advance he could not enjoy such a "privilege", adding that no one in the office could speak French. He had therefore been unable to get the information he desired.

The Department informed the Commissioner that the manager of the Centre had thoroughly investigated the incident but had been unable to identify the staff member involved. The Centre had staff available to provide service in the French language upon request and employees were well aware that clients who requested service in the French language should be referred to a bilingual staff member. The demand for interviews at this office was sometimes particularly high, creating a backlog in appointments. When this occurred, clients were advised of the length of time they would have to wait, whether they made their request in French or English. The Department regretted that it was unable to throw more light on the incident because of the length of time that had elapsed, the large number of clients the Centre dealt with daily and the fact that the complainant's identity was not known.

The Commissioner noted the Department's explanation but drew its attention to Section 2 of the Official Languages Act which, in his opinion, required that federal institutions offer service in French to French-speakers automatically and not just on demand. To ensure full compliance with the Act, the Commissioner recommended to the Department that unilingual English-speaking employees of the Howe Street Canada Manpower Centre in Vancouver always immediately refer French-speaking clients to a bilingual or French-speaking colleague after asking the client to wait in a simple French phrase such as «Un instant, s'il vous plaît».

The Department told the Commissioner that his concern about its statement that services were provided in French at the Centre "on re-

quest" seemed to be a matter of semantics rather than substance. Its policy had been and was to offer services in French automatically to persons speaking French, rather than to wait for a formal telephone request or demand for this service. Anyone speaking French or English over the phone or in person was deemed to be requesting service in that language and this request would be met by all divisions, branches, programmes and services at national and regional headquarters, and in field offices where there was a significant demand and where it was feasible to do so.

The Department conjectured that perhaps this policy was not always followed, and stated a reminder would be sent to the staff, incorporating the Commissioner's suggestion that staff members who were unable to speak the language being used by the client should use a simple phrase such as "Un instant, s'il vous plaît".

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1637	Elliot Lake	Unilingual-English advertisements placed in the town's only newspaper.	Rectified
1742	Sudbury (Ontario)	A post card in English is sent to a French-speaker.	Rectified
1765	Toronto	Letter in English sent to a French-language association.	Explanation offered
1791	Toronto	A French-speaker receives a reply in English from the Ontario Regional Office.	Explanation offered
1798	Ottawa	Complainant is interviewed in English after having completed forms and spoken in French over the telephone.	Rectified
1827	Toronto	Local initiatives projects and applications for courses presented in French do not receive the same attention as those written in English.	Not justified
2036	Moncton (N.B.)	An English-speaker unable to obtain summer job because he cannot speak French.	Not justified
2138	Montreal	A French-speaker feels obliged to deal in English with departmental employees for the sake of efficiency.	Not justified
2149	Montreal	A Portuguese immigrant wishes to take courses in English as well as French.	Withdrawn
2156	Toronto	A French-speaker suffers alleged discrimination after insisting on being served in French.	Not justified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2237	Sudbury (Ontario)	Certificates in English given to French-speaker by CMC. French-speaker required to wait 5 to 10 minutes for service in French.	Explanation offered
2259	Gander (Newfoundland)	No service in French at Immigration point in Gander Airport.	Not justified
2269	Vancouver	Poor quality service in French offered by Howe Street CMC. French-speaker unable to obtain courses in English.	Rectified
2278	Ottawa	Unilingual-English sign at CMC Office located within "Union du Canada" building.	Rectified
2334	Ottawa	Unilingual-English return address on an envelope sent to a French-language association.	Rectified
2355	Toronto	French-speaker fails to obtain service in French when calling Toronto Regional Office.	Rectified
2362	Midland (Ontario)	No service in French at Midland CMC.	Rectified
2413	Peace River (Ontario)	No service in French at the Peace River CMC.	Rectified
2419	Sudbury (Ontario)	Unsatisfactory French-language services at Sudbury CMC.	Rectified
2424	Ottawa	French text of pamphlet does not accurately reflect the English text.	Explanation offered
2432	Ottawa	List of available jobs sent to manpower counsellors is unilingual-English.	Rectified
2444	Ottawa	Errors in French text of a form.	Rectified
2449	Prince Albert (Saskatchewan)	"BLADE" programme does not exist in French.	Not justified
2457	Ottawa	A publication is available in English only.	Rectified
2464	Sudbury (Ontario)	Francophones receive a unilingual English circular.	Explanation offered
2497	St-Hubert (Quebec)	French-speakers do not have access to language courses.	Not justified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2499	Ottawa	French does not have the status it deserves as language of work in the Department.	Withdrawn
2529	Mississauga (Ontario)	No service in French at local CMC.	Explanation offered
2532	Montreal	Immigrants allegedly being refused English courses at Montreal CMCs.	Explanation offered
2539	Toronto	Lack of service in French at Toronto CMC.	Not justified
2546	New Liskeard (Ontario)	Unilingual English, handwritten notices in CMC.	Rectified
2606	Toronto	French-speaking immigrant denied access to a course in English.	Explanation offered
2622	Vancouver	No service in French at 2 CMCs in Vancouver.	Explanation offered
2625	Ottawa	Envelope bearing a unilingual-English return address.	Explanation offered
2626	Montreal	A group of stenos allegedly suffer discrimination at hands of supervisor.	Referral
2651	Montreal	A telecommunications Supervisor's position is identified as unilingual French.	Withdrawn
2707	Winnipeg	A French-speaking "migrant" wishes to take English-language training.	Assistance Rendered
2732	Ottawa	Complainant wishes to have her position identified as bilingual instead of unilingual French.	Withdrawn
2741	Toronto	Poor quality of French in a letter.	Rectified
2753	Toronto	Error in French text of a sign at Toronto Airport.	Rectified
2766	Halifax	English-language notices sent out to French-speaking public.	Rectified
2793	Montreal	Complainant wins competition but is not appointed immediately to new position.	Assistance rendered
2798	Montreal	An employee cannot occupy a position as acting supervisor because he is not bilingual.	Explanation offered
2846	Penticton, Kelowna (B.C.)	No signs in French at airports.	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2673	Toronto	A French-speaker receives a letter written in incomprehensible French.	Explanation offered
2713	Ottawa	French advertisement in English daily.	Explanation offered
2721, 2724	Port Hawkesbury (N.S.)	Poor quality service in French at local CMC.	Explanation offered
2725, 2726	Montreal	A French-speaking stenographer is turned down because she cannot speak English.	Explanation offered
2744	Toronto	A French-speaker receives correspondence in English about his local initiatives project.	Withdrawn
2791	Elliot Lake (Ontario)	French-speaker is not served in his own language at local CMC.	Not justified
3032	Ottawa	Unequal service alleged in supervision of French-language LIP project.	Explanation offered
3081	Ottawa	Telex sent to French-speaker is in English.	Rectified
3056	Summerside (P.E.I.)	A public servant on language training wants to be reimbursed for trips home.	Explanation offered
3090	Vancouver	An employee believes that the wrong employees are chosen for language training.	Explanation offered
3148	Edmonton	Telephone service is available in English only.	Explanation offered
3198	Montreal	Poor quality of French text of a directive.	Rectified
3217	Ottawa	An English-speaking public servant objects to the fact that interfacing units must communicate with French language units in French.	Explanation offered

NATIONAL ARTS CENTRE—"There's No Business like Show Business"

EVALUATION

The National Arts Centre orchestrated complaints made against it in elegant rubato and displayed sprightliness in seeking linguistic solutions that could well be emulated by other agencies whose renditions are less bright.

The *Third Annual Report 1972-73* cited the difficulties experienced by the NAC in implementing the five special study recommendations. The NAC sent this Office a new progress report in December 1974.

Forms and signs, as well as contracts with Canada's Capital Visitors and Convention Bureau, now conform to the recommendations made. This is true to a lesser extent of the recommendations concerning information and personnel. However, a few blemishes remain: these are, first, the availability of information in both official languages about foreign performers and second, difficulty in recruiting staff such as part-time and casual help, nurses, barmen and waiters.

COMPLAINTS

File No. 2145—French Productions Advertised in French

An English-speaker complained that the folder advertising the 1973-74 subscription series of French plays, which included an application form and coupon for a draw for a trip to Paris, was only available in French.

The Centre told the Commissioner that its policy had always been to advertise French-language theatre productions in French and English-language theatre productions in English. This was because each of its theatre series was aimed at the segment of the public which understood the language of the production. To advertise each series in the other language, the Centre maintained, would double publicity costs without producing a comparable increase in the return from ticket sales.

The Commissioner told the Centre that as an agency of the Government of Canada within the National Capital Region it had a duty under Section 9 (1) of the Official Languages Act to ensure that "members of the public can obtain available services from and can communicate with it in both official languages". He pointed out that in both series for the upcoming season there were plays which could be of interest to theatre-goers who had a fair understanding of the second language: the French series included a play by Goldoni, a translation of Shaw's *Misalliance* and an adaption of *Anna Karenina*, while the English series included plays by Brecht, Molière and Sophocles.

The Commissioner therefore recommended that the Centre should make information on its theatre series readily available to the public in both official languages.

A year later, the Commissioner received a complaint that the folders advertising the 1974-75 subscription series for French and for English plays were unilingual. He took the matter up again with the Centre.

The Centre replied that it had given a great deal of thought to the matter and had decided to continue to advertise the subscription series in the language in which the plays were to be performed. The Centre believed that advertising the plays in both official languages would tend to confuse, rather than enlighten, the public. It pointed out that information as to time, date, place and availability of tickets was always presented bilingually. Press releases were also produced in both official languages.

The Commissioner, from his experience of the Centre's co-operation in the past, believed that its concern was genuine and that the spirit of his recommendation was being observed.

He expressed the hope that a more complete solution of the problem would emerge in the course of time. He also asked the Centre to spare no effort to encourage those of both language groups who have some knowledge of the other language to sample the other culture.

File No. 2296—No Sub-titles

A French-speaker complained that French films shown at the National Arts Centre as part of the "Canadian Films—Cannes '73" festival were sub-titled in English whereas English films were left in the original without French sub-titles. A second person made the same complaint, adding that French-speakers were obliged to pay the admission price to see a single film in their language whereas English speakers had the advantage of seeing two films for the same price.

According to the information provided by the Director of the National Arts Centre, very few Canadian films are sub-titled either in French or English since this is an unprofitable proposition—unless the film turns out to be a hit. In the film series in question, two English films were not sub-titled. Unfortunately, the sub-titled version of the film *Wedding in White* was in Europe during the presentation of "Canadian Films—Cannes '73".

The programme's producer had made a genuine effort to put on a bilingual programme with the films available to him. A French and an English film were shown daily and, in addition, both the advertising and the programme leaflets were bilingual. As for the English sub-titles, they should be considered a bonus. In point of fact, the film *La Vie rêvée*, shown on 24 August, did not carry English sub-titles.

The Commissioner recommended that the Director General of the NAC ensure that future film presentations at the Centre respect the equal status of the two official languages.

An English-speaker objected to the fact that a concert given by Roger Whittaker was mostly in French. He believed that the National Arts Centre advertisement of the programme had been misleading in that the content of the concert had not been correctly indicated.

The National Arts Centre stated that Mr. Whittaker was renowned for his rendition of French songs and it expressed surprise that anyone could have a contrary impression. Notwithstanding his Australian birth, Mr. Whittaker made his international reputation as a singer from Paris and only later began to include a few English language songs in his repertoire. He could therefore not be expected to sing an equal number of English and French songs. Furthermore, the Centre believed that the sentence "His mellow bass voice is as comfortable in English as it is in French", which appeared in its publicity material, indicated that French was the artist's first language. In any event, an artist insisted on some freedom to vary his programme according to audience response, and the National Arts Centre would not wish it otherwise.

The Centre added that it did not advertise that Harry Belafonte sings a predominantly English programme since it presumes, perhaps erroneously, a certain knowledge on the audience's part. The Commissioner agreed that it would be silly to advertise that Harry Belafonte gave a predominantly English programme in view of his international renown. However, Roger Whittaker was not really quite so well known and a good many English-speakers thought of him as an English singer, having heard him sing mainly in that language on the English radio networks and on records. Furthermore, the Commissioner believed that a predominantly French programme such as had been offered by the National Arts Centre would not have been performed in Australia or New Zealand, and the artist had a sufficient number of English songs in his repertoire to allow English-speakers to conclude, however erroneously, that he was primarily an English singer.

The Commissioner did not dispute the fact that an artist had every right to choose the songs he wished to perform at a given concert. However, he believed that, taking into account the linguistic reality of the National Capital Region, it would have been wise to mention, in the bulletin of 15 to 18 May, 1974, that most of Roger Whittaker's songs for that particular concert would be sung in French. In this way, those ignorant of this artist's linguistic background would have known in advance what to expect. Had this been done, for example, when Petula Clark performed in Ottawa a number of years ago, a very unpleasant situation could have been avoided. The Commissioner therefore suggested that, in future, a few words about the linguistic content of programmes to be

presented by lesser-known singers be included in all advance publicity.

The National Arts Centre agreed to act upon the Commissioner's suggestion.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2292	Ottawa	Unilingual English-speaking parking attendant.	Rectified
2359	Ottawa	English reply to a request sent in French.	Rectified
2481	Ottawa	Unilingual French programme distributed at a French singer's performance.	Rectified
2572	Ottawa	Although the Centennial Choir's Christmas (1973) programme had been introduced in both languages, individual carols were announced only in English and only one of the eighteen carols was in French.	Assistance rendered
2915	Ottawa	Parking receipt printed in English only.	Rectified
3157	Ottawa	A doorman could not speak French.	Explanation offered

NATIONAL CAPITAL COMMISSION—"Bridge Over Troubled Water"

EVALUATION

Jolly joggers, Sunday farmers, penny-farthing riders, mermaids and seadogs in our federal perfumed garden were able to run down some 30 complaints during 1973-74, while they had fished out only 12 in the three preceding years. Despite these few mildly capital sins, the NCC remains an exemplar for just about anybody who wants to take bilingualism seriously.

Complaints cited unilingual English signs and lack of service from concessionaires. The NCC tidied up some complaints sluggishly and others with typical panache. In order to keep its vocation as the guardian genie of the National Region, the NCC would do well to inveigle the caliphs, vizirs, merchants, innkeepers and camel drivers of the private and non-federal government sectors on the Ottawa side into offering bilingual service much more fully in this official Mecca.

COMPLAINTS

File No. 1945—Camp Fortune

A French-speaking correspondent alleged that the Ottawa Ski Club at Camp Fortune did not provide adequate services in French. Most, if not all, of the personnel were English-speaking only and signs and literature of the Club were in English only.

The National Capital Commission replied it was aware that many French-speaking people were offended by an alleged lack of respect for the French language at Camp Fortune. The problem was complicated by the fact that the Ottawa Ski Club is a private club and owns "Fortune Valley" where the two main lodges, the Ski Shop and other facilities such as the day-car centre, the information trailer and the first-aid post are located. Moreover, the Club's presence in that part of the Gatineau antedated that of the federal government by several decades.

However, the NCC did have two leases with the Ottawa Ski Club with respect to areas contiguous to Fortune Valley owned by the NCC, the Skyline and the Meach areas. In both leases the NCC had retained powers to assure respect for the Official Languages. One clause provided that the "lessee shall provide bilingual service to his customers and ensure that menus, signs, etc. are printed in both official languages." Another required specifically that signs be approved by the NCC.

Although the NCC did not appear to have formal rights with respect to the Ottawa Ski Club's privately-owned properties it had had amicable discussions with the Club concerning language policy which the NCC considered open to certain improvements. Some publications were bilingual; others were not. Certain services were found to be bilingual; others less. The Ski Club authorities contended that their service was, in fact, generally fully bilingual and that the incident must have related to one particular shift where less than a full bilingual service was available. Officials of the Club had agreed to look into the specific points raised by the NCC and to keep in touch with the Commission.

The Commissioner informed the complainant of the NCC's reply, sending him a copy of the Commission's letter with all the details.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1874, 2021, 2035, 2057, 2080, 2109	Ottawa	Unilingual English signboards on NCC property.	Rectified
1920, 2262, 2306	Ottawa—Hull	Unilingual English signboards and services in English only in Gatineau Park (Quebec).	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2088	Ottawa	Unilingual English services offered on the Picadilly Tours.	Explanation offered
2089, 2171	Ottawa	Unilingual French-speaking security guard employed in Vincent Massey Park, Ottawa.	Rectified
2098, 3057	Ottawa	Unilingual English-speaking attendants at a boat rental agency—an NCC concessionaire.	Explanation
2194, 2348	Ottawa	Unilingual English-speaking employees and unilingual English sign and refreshment menus at stand.	Rectified
2218	Ottawa	Announcements in English only during a musical concert given by the Governor General's Foot Guards at the Astro-labe Theatre.	Rectified
2276	Ottawa—Hull	Services offered in English only at the Moorside Tearoom.	Explanation
2290	Ottawa—Hull	English map in a French folder concerning the Moorside Tearoom.	Rectified
2367	Ottawa	Unilingual English date-stamp.	Rectified
2598	Ottawa	Request by the wife of an ex-employee for help in obtaining explanations concerning his unemployment insurance.	Assistance rendered
2672	Ottawa	Unilingual English documentation given to French-speaking members of the press at the Portage Bridge opening ceremony.	Not justified
2747	Ottawa	Unilingual English menus used at the Champlain Restaurant and The Mill, both concessionnaires of the NCC in Ottawa.	Rectified
3179	Ottawa	Service in English only: Financial Services—Payroll.	Explanation offered
3183	Ottawa	Service in English only: Moorside Tearoom.	Rectified

NATIONAL DEFENCE—"You're in the Army Now"

EVALUATION

Although the Department made an error in judgement in ordering caps which didn't quite cover the officers' pates, its 15-year bilingualism

and biculturalism programme appears to measure up to National Defence dimensions. This Office is happy to note that during the period covered by this report the Department has continued to show initiative, innovation and enthusiasm. For example, in the spring of 1973, it sought to explain its bilingualism and biculturalism policy by holding information sessions at all important bases in Canada and Europe. Although no one was obliged to attend, roughly 7,000 people turned out at these meetings. DND also pioneered the use of dual sound tracks for the projection of films in both English and French at the same time; this system could be of use to many private and public institutions. Additionally, in order to promote the use of French as a language of work, DND studied the nature of internal communications at Headquarters and set a definite policy for documents to be distributed in both official languages. Finally, DND volunteered to show this Office a promising progress report on the implementation of its 15-year programme.

We received 75 complaints against DND in 1973-74. Six required recommendations, while 25 other contraventions of the Act were quickly rectified by the Department.

As stated in the *Third Annual Report 1972-73*, National Defence reported in October 1973, that it had fully implemented five of the ten recommendations resulting from the 1971 special study of CBF Uplands conducted by this Office.

In November 1974, the Department informed us that it considered three more recommendations to be fully met, including one relating to bilingual signs which, investigation had shown, contained occasional errors in the French inscriptions.

In the case of the recommendation that a full-time translator be assigned to the Base, DND introduced an alternate solution, namely that the Translation Bureau at DND headquarters continue to provide for all the Base's translation needs. The remaining recommendation dealing with bilingual service at the main entrance to the Base still awaits full implementation; the Canadian Corps of Commissionaires, which is responsible for the service, has been unable to provide the required number of bilingual personnel.

COMPLAINTS

File No. 1832—In French in The Gazette

A person from western Quebec complained that an advertisement for recruits for the Canadian Armed Forces appeared in the English-language *Montreal Gazette* in French only.

The Department explained to the Commissioner that, as part of its plan to attain as soon as possible a 28:72 ratio between French- and English-speakers, it wished to recruit equal numbers from each language group for basic trades courses in 1972. By 23 February it had accepted 25 English-speaking candidates for the engineering technicians course starting in May but only 10 French-speaking persons had applied and not all of them were suitable. The Department therefore began a special advertising campaign to attract more French-speaking recruits. The advertisement in French in the *Gazette* was designed to appeal to French-speaking readers of that newspaper.

The Commissioner replied that although he realized that the Department was anxious to get its message across to potential recruits, the English-speaking public was entitled to read communications from federal government institutions in English in newspapers published in that language.

The Commissioner recommended that the Department publish such announcements in a bilingual format or at least in the language of the newspaper in which they appeared.

The Department accepted the Commissioner's recommendation.

File No. 1970—Sudbury

A French-speaking person visited the "Sportsorama" display held in the Sudbury arena during the last weekend of April 1973. He noticed that although an Armed Forces trailer bore signs in both English and French, all announcements inviting people to see the film being shown inside were made in English only, thereby leaving no doubt as to the language of the film.

The Department informed the Commissioner that the complaint probably had to do with a recording inviting people to enter the trailer. Officials at the sports complex in charge of publicity for the "Sportsorama" had used the recording as part of the exhibition's general programme.

The Department admitted it should have requested the officials to provide a recording in French also, even though the film was being shown in English only. Its policy in the past had been to show English films in its exhibition trailers in those regions where most of the people were English-speaking and French films where the majority were French-speaking. In areas where both language groups were relatively large, the Department had tried out a programme with films in both French and English. This practice had been adopted in most regions of New Brunswick. According to the Department, bilingual programmes had met with reasonable success, although a few complaints had been submitted by persons who, after lining up to see a film, suddenly realized

that it was not being shown in the language of their choice. Such situations arose even though the screening times for both English and French films were clearly indicated.

Finally, the Department conceded that the film at the "Sportorama" should have been shown in both languages. It expressed awareness of the need to advertise and show its films in both official languages when the composition of the population justified it.

The Commissioner informed the Department that it found it difficult to understand why those responsible for the Armed Forces' contribution to "Sportsorama" had not taken into consideration the number of French-speakers in Sudbury, which, according to the 1971 Census, totalled 24,445 people, that is, 27% of the city's population. Such a failure on the part of the Department to understand the need—indeed, its obligation—to serve the public in the language of its choice, would appear to indicate that the organizers did not have access to pertinent information regarding the distribution of the Canadian population by language group.

To prevent the recurrence of such errors, the Commissioner recommended that the Department ensure that its representatives referred to the statistics published by Statistics Canada where necessary and that steps be taken to require the Exhibitions and Displays Branch to use both official languages wherever it would be desirable to emphasize the bilingual nature of the Canadian Armed Forces, including those localities likely to be included in a future bilingual district.

The Department informed the Commissioner that the Exhibitions Branch had modified its language policy and its handling of exhibitions so as to resolve the problem. Thus, the figures published by Statistics Canada would be used to determine the breakdown by language group of the various communities. These figures would also be put at the disposal of the other agencies that made up the Department's information services. Moreover, the Department stated, the Exhibitions Branch would obtain films with two sound-tracks and that could be specially projected simultaneously in English and French. This should meet the needs of the Canadian public wherever the exhibitions or displays were being presented.

The Commissioner had the opportunity to see the new system in action in the spring of 1973 and was pleased to note that the Department had found a universally applicable solution to a difficult problem.

He took note of the fact that the use of audio-visual techniques had been extended to a number of other areas. In particular, the system of simultaneous screening of films in both official languages could be put to good use during staff training programmes whenever there was a lack of bilingual instructors or when teaching materials were available in only one of the two official languages.

File No. 2054—No French Version

An Ottawa parent sent the Commissioner a letter and a form both prepared in English by the Department, which were included in material sent to secondary school students in an envelope marked "Mailbag".

The Department informed the Commissioner that the "Mailbag" was sent only to students of English-language schools and that translating the letter and enclosing a self-addressed stamped envelope in French would have meant a great deal of additional and unjustifiable expense. It added that if there were a service in French similar to the one provided by "Mailbag", it would not hesitate to use it. The Department expressed its willingness to send a French version of its material, as well as an explanatory letter from the Director of Recruiting and Selection, to any French-speaking students who might have felt that their rights had been disregarded.

The Commissioner recommended that the Department carefully check its mailing lists to make sure that French-speaking students attending English-language schools (and vice versa) always received government publications in the official language of their choice.

File No. 2075—Sign in English Only

A French-speaking person complained that the sign "ARMY CADET WEEK OCT 21-27" on the Chateau Laurier in Ottawa was displayed in English only.

The Department informed the Commissioner that the annual recruiting campaign announced by the sign was conducted under the auspices of the Army Cadet League, an independent civil organization solely responsible for the unilingual advertising noted by the complainant. However, since the Department supported cadet leagues in several ways, it brought this complaint to the attention of the League's representatives. The latter attributed the unilingual publicity to an error on the part of the person in charge of advertising. The Army Cadet League reaffirmed that its policy was to communicate with the public in the language of the latter's choice.

In order to avoid such contraventions, the Commissioner recommended that the Department ask cadet leagues to make certain that their advertising complied with the provisions of the Official Languages Act.

The Department pointed out to the Commissioner that cadet leagues had the power to make their own decisions and regulations under the terms of the federal charter granted by the Department of Consumer and Corporate Affairs and that it could not insist that they act in a given manner. However, in order to carry out the Commission-

er's recommendation, the Department invited the various cadet leagues to comply with the directives issued in an earlier statement from the Department regarding the application of the Official Languages Act.

File No. 2283—The Recognized Working Language

A representative of a French-speaking association complained about a directive addressed in May 1973 to the Base Surgeon by the Base Administrative Office of the Canadian Forces Base Ottawa (South). In the directive, the Base Administrative Officer (who was also Base Bilingualism Adviser) stated that he had been informed that medical reports in French were being sent to unilingual English-speaking supervisors on the Base. He remarked that the Base supported the departmental policy of providing services in both official languages to the public and to servicemen and that certain positions of the Base establishment had been designated as bilingual in order to meet this requirement. Such support, however, was not to be interpreted as permitting the normal language of the Base to be either or both tongues: the recognized working language of CFB Ottawa was English.

Medical reports in French, the directive went on, were of no use to unilingual English-speaking supervisors or to other medical authorities until all such persons were bilingual. A serviceman, if he so desired, could receive treatment or instructions in French from the staff of the Medical Section, but all reports and records were to be written in English.

Before replying to the Commissioner, the Department asked him for an opinion about the rights of members of the Canadian Forces to use the official language of their choice. The Commissioner replied that he recognized that it was not always easy in certain cases to adhere to the important principles contained in Section 2 of the Official Languages Act. The Section did not speak of the rights of individuals but of equal status for the official languages. Individual rights must thus be inferred from Parliament's perhaps intentionally general language.

Legally speaking, therefore, Section 2 was not observed in any particular situation when the equal status conferred on the languages was not being respected. It was intellectually possible to argue that this status was not observed unless every civil servant or member of the Armed Forces in all circumstances had the absolute freedom to use the official language of his choice. But common sense dictated that the practical results of such a theory would be administrative anarchy, and Parliament, in other parts of the Act, had left it to the Commissioner to investigate particular cases, apply his judgment and make recommendations. The Act must deliberately intend to leave the Commissioner scope for judgment and good sense. In that way, his opinion of when there was a failure to respect equal status had a statutory basis.

These limitations of good sense could take various forms—they could be applied to the who, the when, the where and the how, depending on the circumstances.

In trying to understand Parliament's intention, the administrator concerned must himself try to apply the same opinions and judgments as to whether the case involved a failure to respect the status conferred by the Section. The Act made no provision for the Commissioner to issue interpretations for general guidance and thus legislate subsections to Section 2. It required him to form opinions on the basis of investigations of complaints or special studies and to make recommendations accordingly. These recommendations arising out of such individual complaints formed the only "jurisprudence" contemplated by this Section of the Act.

The Commissioner's opinion on the case raised in this complaint would only be by way of example and could not alter his duty to form an independent opinion and make recommendations on the basis of actual complaints about similar situations.

In the case of the doctor referred to in this complaint, the "who, when and where", in the Commissioner's opinion, came out in the doctor's favour. It should be possible for French-speaking doctors serving in units which had English as their primary language of work to be permitted to write their medical reports in the official language of their choice. These reports were not intended for non-professionals but for other medical offices and ultimately, perhaps, medical personnel of the Department of Veterans Affairs. Information required by commanding officers following medical examinations or interviews could satisfactorily be met by a bilingual report especially designed for the purpose.

The Department later informed the Commissioner that the Base Administrative Officer had amended his original directive in July 1973. He had conceded the Base Surgeon's right to work in the official language of his choice, and stated that he would not seek to prevent him from using French.

He said that he had an "institutional responsibility" concerning bilingualism on the Base, and that, as all other personnel were similarly entitled to work and to receive services in the language of their choice, there was a requirement for documents in English whether or not they originated in French. Accordingly, all reports, records, files and the like originally written in French were to be translated, with copies for the files and for the supervisors or other persons concerned.

The Base Administrative Officer agreed that translation of such documents was normally a Base responsibility, but as CFB Ottawa did not have a central translation staff, he considered that the Medical Section had sufficient capability to provide the required translation. He

therefore directed the Base Surgeon to ensure that translation was carried out within his Section.

The Commissioner informed the Department of his belief that this second directive, while recognizing the Base Surgeon's right to work in French, did in fact impose an extra burden of work on the bilingual personnel of the Base Medical Section. In any case, the directive had not taken into account one of the recommendations of a Special Studies report on the Base (see his *Second Annual Report 1971-1972*, pages 70-73), already agreed to by the Department, concerning translation services on the Base.

The Commissioner was of the opinion that certain distinctions had to be made. For instance, certain forms employed on a daily basis, and even annual reports, could be adapted easily to a bilingual format. However, medical opinions and other information of a professional nature, normally written in a person's first language, required translation in order to be understood by unilingual persons of the other official language.

The Commissioner therefore recommended that the right of an employee—in this case a medical officer—to work in the official language of his choice should not be hampered by the need for him, or other members of his group not officially considered and hired as translators, to do the required translation.

The Department told the Commissioner that the directive which led to the complaint was not aimed at the Base Surgeon but at a former incumbent of a bilingual post in the Medical Section. The second directive, requiring that medical reports completed by this doctor be translated by the Medical Section's staff, reflected a decision approved by the Base Surgeon that took into account translation needs and the rights of the individual. Its importance lay in the fact that it recognized the doctor's right to complete his medical reports in French even if it did suggest an administrative solution that would sometimes require that the translation be done within the medical unit itself. In this matter, the Department had followed the principle of the Commissioner's recommendation that an individual should not be required to ensure his own translation, since there had been no question of forcing the doctor to do so.

The Ottawa Base would ordinarily accept the delays involved in the translation services provided by Defence Headquarters but not when patients had to be referred urgently to another doctor or another medical service. The solution outlined in the second directive took into consideration the delays caused by official translations, the frequency and volume of texts to be translated, as well as the nature of the medical care dispensed and the professional character of the reports, the translation of which was perhaps best ensured by a doctor.

Finally, the Department said that a range of special circumstances in the Canadian Forces would always make it necessary for units and sections to do some translating although they were free to turn to the Translation Services for official translations or when more important tasks made this necessary. It was unthinkable that the efficiency of the Canadian Forces should be made subservient to "Translation".

The Commissioner thanked the Department for its clarification regarding the doctor concerned. He pointed out that the second directive did not merely suggest but ordered that the doctor ensure that his reports were translated within his section. He also pointed out that the Department had misinterpreted his recommendation which was that the right of each member of the medical team to write reports in his own language be recognized.

The Commissioner added that he agreed that it was unthinkable that the efficiency of the Canadian Forces should be made subservient to "Translation". Indeed the complaint centered round this very question which was raised again in the following statement in the second directive: "As a result of direct requirements for services in English there is a base or institutional requirement for working documents to be in English whether or not they originate in French." The Commissioner was of the opinion that even if this statement reflected the true situation within the Armed Forces, it was contrary to the spirit and letter of the Official Languages Act, which stipulated the equality of status and the equal rights and privileges of English and French as to their use in all the institutions of the Parliament and Government of Canada. He felt the Department would agree that the linguistic situation in the doctor's military unit required recourse to translation.

The Department subsequently informed the Commissioner that, to avoid further complications, it would ask Air Transport Command to rescind the two directives of the former Base Administrative Officer. It would continue to do its best to see that English and French enjoyed the same rights and privileges in all of its establishments in the National Capital Region.

File No. 3093—Memoranda in English

A French-speaking person called the Commissioner's attention to the fact that memoranda circulated within the Documentation and Drawing Services Branch, where a number of positions had been identified as unilingual French, were prepared in English only. These memoranda, of general or professional interest, originated from both outside and inside the Branch.

The Department replied that at the time these memoranda were issued, its language policy did not deal with this type of document.

In addition, it had noticed that sometimes the term “memorandum” was misused to designate other kinds of documents. The Department accordingly decided to change its language policy. As from 1 September 1974, all notices, orders, instructions, directives, forms and written information, as well as memoranda included in the following categories, were to appear in both official languages:

- 1) documents defining policies, establishing procedures, dealing with general subjects or announcing social events;
- 2) correspondence intended for wide circulation to a standard list of addressees or to all personnel in a group of division; and
- 3) information which would remain valid for a long period.

File No. 3124—Many Are Called . . .

A French-speaker stated that she dialled the number of Personnel Information Systems (992-3525) at about 11.45 a.m. on 10 July 1974 to make inquiries. The person who took the call allegedly replied insolently: “Can’t you speak English?” to her question in French. The complainant when asked if someone who was able to speak French could not be found. The employee apparently answered that there was no one there who spoke French and insisted that the caller speak English. The employee was eventually able to obtain assistance from a French-speaker.

The Department informed the Commissioner that an internal check had failed to corroborate the allegations. The employee who had taken the call had asked a French-speaking fellow-worker to help her as soon as she realized that it was impossible to carry on a conversation. Since the inquiry was about locating a member of the armed Forces, the complainant was asked to contact another section which would probably have the information required.

The Commissioner recommended that the Department periodically remind Headquarters staff that the fact that a person contacting one of its offices used one or the other official language was in itself an implicit request for service in that language. Accordingly, unilingual personnel should learn to use a phrase such as “Un instant, s’il vous plaît”, or “One moment, please”, before transferring a call to a fellow-worker able to speak the language of the caller. The Commissioner also asked the Department to send him its comments on this recommendation and, if necessary, a copy of any directive issued.

The Department agreed to implement the Commissioner’s recommendation and to issue a directive on the subject.

It said it was aware of the presence of unilingual operators at National Defence Headquarters and of the possible consequences. It was seeking to improve the situation in order to offer faultless

services. It related the recruitment problems it had in this respect and the steps it was taking in order to have such employees classified as clerks. In the meantime it was evaluating a course entitled "Communications Canada, Bonjour" which it hoped to offer to unilingual operators and secretaries so that they might acquire the rudiments of the other language and thereby better serve the public and departmental staff.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1790	Ottawa	Request for information on the right of French-speaking parents to provide their children with schooling in French.	Explanation offered
1821	London (Ontario)	Circular in English sent to a French-language association.	Rectified
1844	Ottawa	Unilingual English parking sticker: CFB Rockcliffe.	Rectified
1873	Cornwall	Unilingual English signs in front of the Department's building.	Rectified
1879	Ottawa	Delay in obtaining the results of the Language Knowledge Examination and difficulty in pursuing studies at the Language School.	Assistance rendered
1923	Kingston (Ontario)	Service in English only at federal government switchboard.	Rectified
1924	Ottawa	Request for assistance in obtaining a promotion.	Referral
1949	Ottawa	Manager's refusal to send an employee to the Language School.	Explanation offered
2022	Petawawa (Ontario)	Unilingualism of the newspaper <i>Petawawa Base Post</i> .	Rectified
2050	Montreal	Changes in the language requirements for a position were announced shortly before the day on which interviews were to be held.	Explanation offered
2082 2107 2137	Montreal Ottawa Toronto	Use of the English initials "HMS" on naval establishments in Montreal, Ottawa and Toronto.	Explanation offered
2105	Ottawa	Directive addressed to a receptionist stating that it was not necessary to answer the telephone in French.	Withdrawn
2124	Ottawa	Protest against a certificate of service printed in both languages.	Explanation offered

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2148	Ottawa	A supervisor refused to accede to an employee's request to take a language course.	Assistance rendered
2150	Halifax	Serviceman's concern about the probable quality of the French taught in Shannon Park School.	Rectified
2178	Ottawa	Request for information concerning the use of French as a language of work.	Explanation offered.
2189	Kingston (Ontario)	Most captions at the Royal Military College Museum are in English.	Rectified
2192	Bagotville (Quebec)	French as a language of work at BAMEO.	Rectified
2202	Kingston (Ontario)	Folder in English given to visitors to the Royal Military College. Names of streets and avenues and traffic signs in English only.	Rectified
2221	Cowansville (Quebec)	The Department took longer to reply to letters written in French than to those written in English.	Rectified
2230	Shilo (B.C.)	A French-speaker claimed to have abandoned his officer training course for linguistic reasons.	Withdrawn
2239	Saint-Hubert (Quebec)	Disqualification of a unilingual French-speaker from a competition requiring a knowledge of English.	Explanation offered
2271	Mont Apica (Quebec)	Grievance concerning the payment of a 7 per cent bilingualism bonus.	Explanation offered
2272	Oromocto (N.B.)	Promotions were allegedly conferred only on French-speakers.	Not justified
2300	Ottawa	Unilingual English signs in the Ogilvy Building.	Rectified
2352	Petawawa	Canadian Forces Base Petawawa advertised a vacancy for a French teacher in Ottawa's two English-language dailies but not in the French-language one.	Rectified
2404	Ottawa	A public servant wished to take French courses.	Assistance rendered
2450	Ottawa	Unilingual English inscription on a drill hall.	Rectified
2458	Valcartier (Quebec)	A French-speaker who was retiring received a diploma and a letter in English. The speech which was delivered was also in English.	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2516	Plantagenet (Ontario)	Unilingual English signs on a truck.	Rectified
2542	Ottawa	A French-speaker was invited to an interview and interviewed in English.	Rectified
2547	Ottawa	Televised advertisements promoting the recruitment of French-speakers were merely translations from the English.	Explanation offered
2587	Petawawa	Survey on French-language teaching at the Petawawa Base conducted in English only.	Explanation offered
2627	Ottawa	Presence of unilingual English-speakers in the only French-language unit at the Department's headquarters.	Explanation offered
2640	Halifax	Entitlement to the 7 per cent bonus for services rendered in French.	Explanation offered
2681	Ottawa	A member of the Armed Forces wishes to take the PSC Language Knowledge Examination.	Explanation offered
2716	Ottawa	A directive intended for general internal circulation was distributed in English only.	Rectified
2759	Montreal	A bilingual French-speaker employed at the 202nd Workshop Depot objected to his position's being identified as unilingual French or English.	Rectified
2779	Ottawa	An English-speaking serviceman criticized the special promotion policy favouring French-speaking members of the Canadian Forces.	Explanation offered
2816	Ottawa	Memoranda distributed in English only.	Rectified
2822	Ottawa	Visitors to the Department's Headquarters were invited to fill out a form printed in English only.	Rectified
2850	Victoria	Request to investigate the methods of teaching French used at Royal Roads Military College.	Explanation offered
2910	Ottawa	A form used by Headquarters was printed in English only.	Rectified
2958	Trenton	Unilingual English signs at the main entrance to the Base.	Rectified
2963	Montreal	Unilingualism of a so-called military plan.	Not justified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
3008	Ottawa	Letter in English sent to a French-speaker.	Rectified
3040	Grande Prairie (Alberta)	French entries in the telephone directory were abbreviated.	Rectified
3100	Ottawa	Job advertisement circulated only in English in French-language secondary schools.	Rectified
3132	Cold Lake (Alberta)	Armed Forces Day programme published in English only.	Explanation offered
3137	Kingston	A young man was allegedly refused admission to the Military College because he was a new Canadian.	Withdrawn
3186	Ottawa	Listing only in English in the telephone directory.	Rectified

NATIONAL HEALTH AND WELFARE—"Smoke Gets in Your Eyes"

EVALUATION

Although the patient, who has just been given his second purge, is looking better now, the 32 complaints that we have received indicate that there is still a possibility of relapse. However, the Department has in most cases been able to treat—and cure—its linguistic infections on its own. It has twice had to undergo preventive treatment we recommended, and it has followed our prescriptions well. Finally, in spite of the improvement noted with regard to several recommendations which did not pose any major problems, the Welfare Component must follow sustained remedial therapy in order to comply with the requirements of the Official Languages Act and prevent any dysfunction of administrative organs essential to bilingualism.

In particular, the Department might undertake to define objectives and establish programs and control mechanisms for implementing its official languages policy, to give special attention to providing oral services in both official languages throughout the country, and to revise its interpretation of "significant demand"—a concept that it appears to diagnose too restrictively in some cases.

In May 1973, following a special study of welfare services, this Office sent twenty-two recommendations to the Department of National Health and Welfare.

As this Office's *Third Annual Report* was published soon after the recommendations were sent to the Department, there was not sufficient time to make a detailed evaluation of the measures taken by the Department in response to the recommendations. However, it is now possible to do so, in light of the Department's report on the steps that it has taken, and data provided during three interviews with regional administrators in the Welfare Component.

According to the information obtained in December 1974, twelve recommendations have apparently been implemented. These recommendations concern signs, publications, forms, rubber stamps, special language courses for telephone receptionists, recruitment, information services and the latter's relations with the English- and French-language press, exhibitions, films and language training.

In spite of the improvements made in the above-mentioned areas, information services in Toronto and Edmonton are still unable to offer their services in both languages; the Vancouver office can lay claim to only limited bilingualism. The Department does not indicate whether it has at least taken concrete temporary measures to enable each of the two language groups to benefit from information services in its own language. On the other hand, it does indicate that it will achieve institutional bilingualism in 1978. The subject of forms, too, calls for comment: while the Department states that all forms are now available in both official languages, investigation of a complaint revealed that such is not the case everywhere in the country, and that the conception that the institution has of "significant demand" on the regional level is, at least in this case, very restrictive.

Because of delays that we find difficult to understand, nine recommendations had not been completely implemented by December 1974. It was only in January 1975 that the Department proceeded to appoint a director for the Official Languages Program; in addition, it has remained silent as to the objectives and the plan of action that it should have formulated in accordance with one of the recommendations. The Department has made laudable efforts to ensure that its personnel is informed of the requirements of the Official Languages Act by giving wide distribution to the material prepared by the Office of the Commissioner and the Treasury Board. However, it has not yet assembled its own information kit. The latter will not be ready before the spring of 1975, according to the Department.

Too many shortcomings remain with regard to the Department's listings in telephone directories, examination of the linguistic composition of the staff, telephone reception, and informational material made available to the public in reception areas—material which the Department says it wishes to improve on the French side by increasing its

subscriptions to French-language periodicals. With regard to the capacity that the Department must have to provide its services in both languages, it should be noted that the recommendations have been only very partially implemented. As an example, the Office learned that in Winnipeg, the telephone is answered in English only, in order not to "offend" the English-speaking public. As another example, it is not certain that services in Toronto are provided automatically and equally in both languages.

In addition, two sub-recommendations—one advocating a staff information program concerning departmental policy on the official languages, and the other requesting a statistical report on the linguistic profile of departmental employees—have not been implemented.

In spite of the progress that has been made, the Department would do well to act with greater vigour in implementing the recommendations, and to be more generous in its conception of "significant demand", which it seems to interpret too narrowly. Considerable effort must be made if the Department wishes to ensure that all its services are provided equally to both language groups.

This Office has also completed a new study concerning the Department's Health Component. A report appears below.

SPECIAL STUDY—NATIONAL HEALTH AND WELFARE (HEALTH COMPONENT)

In 1974, a special study of the Health component of the Department of National Health and Welfare was carried out pursuant to Section 25 of the Official Languages Act. It concentrated upon the broad range of internal and external activities engaged in by the Department in the discharge of its health-related responsibilities. Activities and Services examined included: research, health protection, sport and health education programmes, as well as medical services provided to Indians, public servants, immigrants and pilots.

At the time of the study (March to December 1974), the Health component had made some progress with regard to its implementation of the Official Languages Act. Its 1971 policy document on bilingualism had defined a certain number of measures to be taken towards making its services available to the public in both official languages and providing "every available opportunity" to work in the language of their choice. The study revealed, however, that this policy statement was in some respects outdated and inadequate and, consequently, in need of revision. Some of the people interviewed believed that this document did not provide enough specific guidance and left too much leeway for subjective interpretation. It was also noticed that the Department's decen-

tralized approach to the implementaiton of the Act did not permit the Bilingualism Adviser or the Language Retention Co-ordinator to function as effectively as possible. At the time of the study, however, the Department was reorganizing its Official Languages Division. Hopefully, this will enable it to coordinate and monitor its efforts to implement the Act.

Information obtained during the study indicated several areas in which the Department's language training programme could be improved. These included a more extensive information programme, second-language retention programmes directed to the acquisition of technical and professional terminology, and opportunities for voluntary transfers to units where the second language is used more frequently.

The quality of translations into French, and the time taken to do them, gave rise to numerous problems. The Department seems to have done little to improve this situation despite a number of memoranda and internal studies, the findings of which were corroborated during this study.

Since 1971, the Health Component has taken a number of steps towards the implementation of those sections of its Official Languages Programme dealing with the provision of service to the public in both official languages. Signs, forms used at headquarters, are for the most part bilingual; certain publications are available in both official languages. Letters are answered in English or French as required in most cases.

There are a number of areas which need improvement, however, before the Department can be said to be providing its services to the public in both official languages as required by the Act. The Health component did not consistently identify its offices in both languages on the telephone or refer calls to employees capable of providing information in the appropriate language. Units which come into direct contact with the public, particularly those concerned with education, field research, or regulatory work, often did not have the requisite degree of institutional bilingualism to ensure that its services were equally available in both languages. With respect to correspondence, the department's policy of answering in the language used by the correspondent is in conformity with the Official Languages Act. Nevertheless, in many directorates, delays in replying to letters received in French sometimes resulted from the necessity of having recourse to translation for reading incoming mail and/or drafting replies. The Department has apparently translated many publications that had been available in English only; however, a few texts were not yet bilingual.

In its use of communications media, the Health component, should take steps to ensure that equal service is provided to both

language groups. The study showed that certain measures are required to ensure that press releases and broadcasting services are addressed to both language groups, particularly where information deemed to be of regional interest is distributed from regional offices. Special attention should also be given to increasing the number of professional or scientific employees capable of giving interviews on radio or television in French.

According to the information gathered, the Health Component has made far less progress with regard to its objective of offering its staff "every available opportunity" to work in the language of their choice. Persons interviewed in the National Capital Region indicated that it was difficult, if not impossible, for French-speakers to work in their own language. While no such difficulty was encountered in the Quebec region, employees there indicated nevertheless that they often felt obliged to communicate in English with headquarters in Ottawa.

There were considerable delays in making manuals, internal documents and other working tools available in both official languages. In this regard no programmes had been initiated and only sporadic efforts had been made to monitor the translation of these working tools. Library services also left much to be desired as far as the use of both official languages was concerned. The fact that there were very few journals and books available in French in the central as well as in branch libraries meant that French-speaking employees were often unable to obtain necessary reference material in their own language, and were thus discouraged, however indirectly, from working in the language of their choice.

Administrative and personnel services could not always be offered in both official languages because of a lack of bilingual personnel. The same was true of training courses which were for the most part not available in French.

The results of an analysis of the linguistic profiles of Health Component personnel did not come as a surprise, given the difficulties experienced by the Department in its attempts to provide a working environment conducive to the use of both official languages. According to the information received, 75% of the bilingual positions in the major branches which were supposed to be occupied by bilingual incumbents by 1974 were actually filled by bilingual personnel. Some of the persons interviewed claimed that this was because it was difficult to recruit French-speaking personnel particularly scientific, professional and technical personnel. Others claimed, on the one hand, that the right "reservoirs" of French-speaking personnel were not being tapped. In view of such contradictory statements, the Department^{*} might wish to examine its recruitment and training procedures more closely.

In the light of these findings, the Commissioner recommended that the Department:

GENERAL POLICY AND IMPLEMENTATION

- (1) revise its policy statement on the official languages by 30 June 1975, making it more precise, bringing it up to date and ensuring that the requirements of the Official Languages Act are fully taken into account;
- (2) complement this statement with regional directives which reflect local conditions and requirements and which include practical ways and means of complying with the Act;
- (3) reassess and, where necessary, revise its implementation programme indicating target dates and designating the centres of responsibility for each activity;
- (4) use the findings, suggestions and recommendations of this study as a general but not necessarily exclusive guide for revising its policy statement on official languages, and integrate them into the implementation programme whenever appropriate;

STAFF INFORMATION PROGRAMME

- (5) distribute the revised policy statement on official languages in bilingual format to all employees both at headquarters and in the regions prior to 31 December 1975; give copies of the policy statement to all new employees hired after that date and inform them as to what actions are necessary to comply therewith;
- (6) provide a continuing staff information programme; such a programme should include practical ways and means of complying with the Act and be revised from time to time, whenever necessary;

ORGANIZATION, SUPERVISION AND MONITORING

- (7) examine the responsibilities of the various bilingualism advisers and co-ordinators and, where necessary, redefine them so as to provide for the most effective and integrated implementation of the Official Languages Act and official languages programmes possible;
- (8) supervise and monitor closely the implementation of the Act within all its units; compile and keep up to date more accurate linguistic profiles on employees in all positions; ensure the regular appraisal of all actions taken in the bilingualism field, and adopt corrective measures as needed;
- (9) take the necessary interim measures to meet the requirements of the Official Languages Act with respect to those bilingual positions whose incumbents are unilingual or which are vacant, so that services to the public and to the members of the Department can be provided in both official languages;

LANGUAGE TRAINING

- (10) review the implementation of its policy on language training, particularly in the regions, and pay attention to (a) Treasury Board guidelines and

(b) the Public Service Commission recommendation concerning the appointment of language training contact officers in Halifax, Moncton, Quebec, Montreal, Toronto, Winnipeg, Edmonton and Vancouver;

(11) keep these contact agents, and through them all employees in the regions, continuously informed concerning new developments, programmes, approved institutions where language training is available and reimbursement procedures, and in collaboration with these regional offices, make every effort to have staff members enlist in these courses;

(12) expand its second-language retention programmes so as to facilitate the acquisition of specialized terminology whenever this is necessary for the employee to be able to work in his second language;

(13) provide, on a voluntary basis, for temporary appointments to another section or to a regional office where the employee can improve his knowledge of his second language as well as broaden his experience;

(14) provide, on a voluntary basis, remedial language training, such as courses in administrative writing in French, for Francophone employees who, as a result of working and living in an English-speaking environment, are no longer confident of their ability to work in French;

TRANSLATION

(15) take specific measures, such as the appointment of French-language editors to the major branches, to ensure better and more systematic quality control of translations and, in so doing, to relieve the professional staff of this additional burden;

(16) nominate an officer in each of the major branches to be responsible for assuring the establishment of an efficient system of priorities for material to be sent to departmental Translation Services;

(17) approach the Translation Bureau, Secretary of State Department, with a view to increasing the number of specialized translators at headquarters;

LANGUAGE OF SERVICE

ORAL COMMUNICATIONS

Telephone and Reception Services

(18) (a) implement consistently its policy of providing bilingual telephone answering and reception services in the National Capital Region and in all offices serving both official language groups;

(b) ensure henceforth that unilingual employees answering the telephone can at least identify their units in both official languages and refer the call with a simple courteous phrase in the caller's language to another employee capable of providing service in the appropriate language;

(c) ensure henceforth that all enquiries, whether of a general, professional, technical or scientific nature, receive an equally appropriate response in both official languages in the National Capital Region and in all offices serving both language groups;

(19) ensure henceforth that in offices in the National Capital Region and elsewhere, all those services which bring, or should normally bring, departmental employees into contact and communication with the French- as well as the English-speaking public, whether local, travelling or migrant (at seaports, airports, and ports of entry for example) be provided equally in both official languages, including the provision of educational and informational services (through meetings, lectures, seminars, television, radio and film interviews), the conduct of studies, surveys, regulatory inspections, investigations of occupational health conditions or aircraft accidents, medical examinations, counselling and treatment, consultation services to professional associations and provincial and foreign governments, and quarantine and immigration medical and regulatory activities;

(20) (a) undertake a thorough study before 30 June 1975 of all studies, projects or programmes, in such areas as sports, drug abuse, community health and long range planning, which are undertaken by individuals, groups or organizations with the help of departmental grants or contracts in order to ascertain whether the arrangement(s) enable the Department to meet its obligations under the Official Languages Act with regard to the equal availability of services and communication in both official languages;

(b) ensure, where the requirements of the Official Languages Act are not being met through the above-mentioned arrangements, that all services are provided in both official languages according to the terms of the Act by 30 September 1975;

VISUAL BILINGUALISM

Publications

(21) ensure that all present or future publications including folders, pamphlets, posters, manuals, information sheets and letters, or books, prepared and/or distributed by the Health component are issued simultaneously, preferably under one cover, in both official languages;

Films

(22) take the necessary measures to ensure equal availability of its films in both official languages so that by 31 December 1975, French-language as well as English-language films are available in all subject categories, and that, by 30 September 1976, the respective proportions reflect the equality of status of both official languages;

Calling Cards, Postal Imprints and Rubber Stamps

(23) issue all calling cards with both official languages on the same card and use bilingual rubber stamps and postal imprints throughout the Department by 31 March 1975;

Telephone Listings

(24) (a) ensure, as was already recommended to the Welfare component, that all its offices place bilingual listings in the telephone directories and that it contact the Telecommunications Agency of the Department of Com-

munications to obtain its assistance in negotiating bilingual listings with telephone companies in the various jurisdictions where difficulties have been encountered in the past;

(b) publish the telephone numbers of all programmes and services of the Health component every three months in appropriate French-language dailies or weeklies until recommendation 24 (a) can be put into effect;

Bulletin Boards

(25) ensure that both official languages are represented in material posted on bulletin boards;

Correspondence

(26) (a) ensure that the Department's policy of answering in the language of the correspondent continues to be observed and that all efforts are made to encourage employees who are capable of originating correspondence to do so in the official language used by its various clients, to avoid delays inconsistent with equal efficiency of service, and to ensure equal linguistic quality;

(b) encourage such efforts by ensuring that in all offices and at all levels with a responsibility for monitoring incoming and outgoing correspondence, in the National Capital Region and in all regional offices serving both language groups, there is a sufficient level of capability in both languages for reading correspondence without translation;

Forms

(27) (a) render bilingual all remaining unilingual forms intended for public use, as well as the basic text of all standard agreements and contracts with provincial governments, private firms, or individuals, by 30 June 1975 in the case of documents issued by headquarters, and by 31 December 1975 in the case of documents issued in the regions;

(b) take interim measures to provide service and communication in the appropriate language wherever the documents mentioned in (a) are unilingual;

LANGUAGE OF INTERNAL COMMUNICATION

Working Instruments

(28) undertake an immediate and thorough inventory of administrative and scientific manuals for internal use, as well as of directives and analysis handbooks, so that these instruments will be available in both languages no later than 31 December 1976; render bilingual all printed forms, bulletins, letters of information and guides, so that all those in use in the National Capital and Quebec regions will be available in French and English by 31 December 1975 and in the other regional offices by 31 December 1976;

Auxiliary Services

(29) ensure by means of either temporary or permanent appointments that by 30 September 1975 departmental libraries have a degree of institutional bilingualism enabling them to:

- (a) provide services orally and in writing in both languages;
 - (b) keep abreast of current bibliographical development in both languages and be well acquainted with production in French and English throughout the world, as well as with suppliers and with various libraries capable of co-operating and providing assistance, and
 - (c) make knowledgeable evaluations of works in both official languages in order to identify those which would assist personnel to work in either language and increase considerably the number of publications available in French in order to respect the equality of status of the two official languages;
- (30) review, with Treasury Board, the designation dates for positions with a view to making services equally available in both official languages at the earliest possible date; and
- (31) take advantage of employees' suggestions by encouraging them to recommend titles of works in French;

ADMINISTRATION

Personnel Services

- (32) (a) henceforth ensure, notwithstanding the long-term measures taken to carry out Treasury Board guidelines that personnel services are offered equally in the two official languages;

Administrative Services

- (b) re-examine immediately the language requirements of certain positions in the administrative services (personnel, etc.) attached to the regional offices, in order to ensure that they meet the demand in French and in English;

Training

- (c) begin immediately to provide in both official languages administrative and professional training courses set up by the Department or arranged through it, so that all courses will be available in both official languages by 31 March 1976;

Job Descriptions

- (d) ensure that job descriptions of interest to employees of both language groups are simultaneously available in both official languages;

USE OF THE TWO LANGUAGES

- (33) develop immediately a programme to encourage those employees who wish to do so to use the French language as much as possible in originating documents and carrying out their work and in internal oral and written communication, in order to favour a more equitable use of the two official languages;

- (a) by setting up an increased number of French-language units especially in the National Capital Region and at all organizational levels;
- (b) by grouping French-speaking employees whenever possible into viable units where, because of their numbers, the work and supervision can be carried out in French; by reviewing where necessary the designation dates for supervisory positions in units where there is already a majority of French-speaking employees;
- (c) making it possible for French to be used in meetings and seminars and in communication with the Quebec region;
- (d) by following its own policy statement on bilingualism which states that notices, memoranda and directives should be prepared in both languages when they are intended for employees of the two language groups;

Quebec Region

(34) develop and implement a special programme for the Quebec region, so that French will become the usual language of work for the employees working there, without, however, hindering communication in English by those wishing to use that language; set up points of contact in the auxiliary services in Ottawa capable of ensuring that all services are provided in French and English; and explain to employees working in French-language units the criteria that governed the establishment of the FLUs, in order to clear up any misunderstandings;

(35) make increased efforts (through the Public Service Commission's post-secondary recruitment programme and through activities fostering greater awareness in educational institutions of the Department's work) to attract reasonable and sufficient numbers of candidates from the professional, scientific, technical and other fields, in view of the need to obtain a degree of institutional bilingualism (resulting from the presence of bilingual and unilingual personnel from both language groups), in order to ensure the provision of services in both languages and to ensure that, in its internal use of the two official languages, the Department meets the requirements of the Act;

CONSULTATION

(36) maintain close liaison and consultation with its employees' unions and staff associations in implementing the preceding recommendations;

JOB SECURITY AND PROMOTION

(37) avoid jeopardizing the job security or career opportunities of its personnel in implementing the recommendations listed in this report;

HANDLING OF COMPLAINTS

(38) deal with complaints taken up with the Department by the Commissioner of Official Languages in his role as ombudsman and take corrective action in the shortest possible time, notwithstanding any action taken by the Department with respect to the recommendations contained in this report or for any other purposes, and regardless of any target dates specified in these recommendations.

COMPLAINTS

File No. 2242—It was only a reference number

A French-speaking person complained that the Information Branch used a unilingual English stamp and that the reference coding (at the bottom of envelopes: NHW) was based on the English name of the Department.

The Department issued instructions for the Branch to obtain a bilingual stamp. As to the code used, the Department indicated that it was only a reference number for internal use and did not represent an abbreviation of the Department title.

The Commissioner asked the Department to discontinue using the letters NHW, even if they did not represent an abbreviation of the Department's title. In fact, their close resemblance to the English abbreviation of the Department seemed to annoy the French-speaking public, which regarded them as conflicting with the provisions of the Official Languages Act.

The Department decided to replace this reference system with the NATO numeric code consisting of thirteen numbers. This numbering system will be used in reprinting envelopes. They will be in circulation in the next financial year.

File No. 3036—Midland, Ontario

The complainant noticed that only the English version of a newsletter of the Canada Pension Plan was available at the Department's office in Midland, Ontario.

The Department replied that all publications concerning the Canada Pension Plan were printed in both official languages. However, the newsletter in question had been prepared in the region.

According to the Department, the officer responsible for the Midland region had taken into consideration demand and data from the 1971 Census in deciding to publish the newsletter in English only. The Department added that only 4% of the district of North York was French-speaking. Nevertheless he was studying the possibility of disseminating, in both official languages, information prepared at the regional level.

The Commissioner brought to the Department's attention other census data which demonstrated the importance of the French-speaking population in the region. He recommended that all newsletters, bulletins or notices prepared by the Regional Office be issued in future in both official languages, preferably in a bilingual format.

The Department replied that the newsletters in question would be translated and that in future, written material intended for public use in localities such as Midland, Penatanguishene, Welland and Windsor would be made available in both official languages.

File No. 3328—"Health and Fitness"

A French-speaking person complained that an Information Bulletin (No. 38F dated 4 October 1975) distributed by Information Canada indicated that the Department of National Health and Welfare publication entitled "Health and Fitness—Health and Welfare" was available in English only.

The Department replied that the publication was available in both official languages. Its French title was "La santé et la forme". The Department sent the Commissioner a copy of each version.

Information Canada advised the Commissioner that the information printed in its bulletin was provided by the departments and that it was certain that in this instance it had failed to secure the right data. To correct this anomaly the Commissioner recommended:

(1) that in future, departmental publications for general distribution be published in both official languages, preferably in a bilingual format, and (2) that, should problems related to the preparation of publications in a bilingual format prove insuperable, the French and English versions be made available to the public at the same time.

The Department replied that this was its policy. It published a complete list of its publications once a year and sent a copy to Information Canada. This list indicated whether texts were available separately in French and English versions or were printed in a bilingual format. The Department assured the Commissioner that the French and English versions of publications were made available to the public simultaneously. It believed that the confusion that had arisen was due to Information Canada's oversight.

The Commissioner forwarded this information to the complainant.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1723	Ottawa	French printed in smaller letters on the title-page of the "International Certificates of Vaccination" booklet.	Rectified
1795	Ottawa	English entries on a bilingual form letter addressed to French-speakers.	Withdrawn
1831	Ottawa	Numerous mistakes in a circular letter.	Rectified
1916	Ottawa	Bulletin in French sent to an English-speaker.	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2009	Ottawa	Two ostensibly bilingual publications (for internal use) contain relatively little information in French.	Rectified
2101	Bathurst (N.B.)	Reply in English to a request sent in French.	Explanation offered
2235	Ottawa	English form letter sent to a French-speaker.	Withdrawn
2285	Ottawa	The French version of a document published in English is not available.	Rectified
2361	Ottawa	An offprint is available in English only.	Rectified
2364	Ottawa	Difficulty in obtaining information in French over the telephone.	Withdrawn
2401	Ottawa	Unilingual English address printed on departmental post-card.	Not justified
2434	Ottawa	Films and publications on figure skating and learner badges offered in English only.	Withdrawn
2455	Ottawa	Unilingual English Family Allowance form given to a French-speaker by a hospital.	Assistance rendered
2602	Toronto	French-speaking Cornwall-Hawkesbury-Ottawa region pensioners receive services in English only from Regional Office.	Explanation offered
2655	Ottawa	English information bulletin and letter sent to a French-speaker.	Rectified
2708	Ottawa	Poor French translation of a document on the non-medical use of drugs.	Rectified
2723	Ottawa	Service by telephone not available in French: Medical Services Branch.	Rectified
2749	Ottawa	Use of English-only date stamp.	Rectified
2820	Ottawa	Letter sent in English to a number of French-speaking bursars.	Rectified
2844	Quebec City	Poor quality of French of two circular letters sent to French-speaking post-secondary training institutions.	Rectified
2911	Ottawa	There is no French version of the film "It couldn't happen to me", produced with the aid of a Department grant.	Explanation offered

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
3025	Ottawa	Unilingual English-speaking appointments officer at the Public Service Medical Centre.	Rectified
3158	Ottawa	The complainant objected to the fact that a public servant was being sent on language training after working only six months.	Referral
3210	Ottawa	Two English-language forms are sent to a French-speaker.	Rectified
3256	Winnipeg	Opening ceremony of Hockey Canada—Russia match broadcast in English only.	Explanation offered

NATIONAL LIBRARY—"Forget All Your Books"

EVALUATION

The National Library's action in implementing special study recommendations has been commendably studious. It had to catalogue only four complaints against its services; these were settled quickly.

As stated in the *Third Annual Report*, the National Library had, prior to the special study completed in April 1973, already taken steps to comply with the spirit and intent of the Official Languages Act. In this same spirit of cooperation, the Library reacted positively to the six recommendations flowing from the study. It reported in October 1973 that it had implemented the one calling for precise directives concerning the Library's obligations under the Act, and had taken action on the remaining five recommendations.

By November 1974, the Library considered four more recommendations implemented. Almost half of the positions identified as bilingual according to Treasury Board guidelines had bilingual incumbents, thus giving the Library some capability of providing service to the public, including telephone contact, in both official languages.

The recommendation aimed at ensuring bilingual services in the Library's cafeteria had not been fully implemented by December 1974 and was the subject of on-going correspondence with the Department of Public Works.

The Library also reported that all items likely to be seen by the public, such as cards, labels and badges, are now issued in both English and French. Directives stated that all publications emanating from the

Library and intended for the public should be simultaneously available in both languages and, where desirable, under one cover. In the case of one document which, for technical reasons, is produced in separate French and English versions, the Library has informed interested parties that both language versions are available.

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2682	Ottawa	Delay in obtaining language test results.	Assistance rendered
2702	Ottawa	Delay in providing language test.	Assistance rendered
2748	Ottawa	Letter in English in reply to telephone order for books given in French.	Explanation offered
2794	Ottawa	Poor service in English alleged.	Withdrawn

NATIONAL MUSEUMS OF CANADA—"How Much Is That Doggy in the Window?"

EVALUATION

The National Museums of Canada, though usually guardians of the past, seem to exhibit a certain skill in looking forward when it comes to respecting the Official Languages Act. During the period under review, we received only 13 complaints. Most of these concerned signs, poor French texts and lack of bilingual service. This Office made three recommendations: two were acted on quickly; the remaining one, concerning lack of reference works in French at the War Museum, has been temporarily defused. Should our optimism about these relatively few complaints be misplaced, only a more systematic special study might, and may tell.

COMPLAINTS

File No. 1800—Museumobile

A French-speaking schoolteacher complained that when a travelling exhibition about the Canadian North visited the École Supérieure de Clare in Nova Scotia, "it was all in English".

The National Museums of Canada told the Commissioner that 20 per cent of the guides who staffed the Museumobile "Canada North I" during the tour of Nova Scotia were bilingual. The agency explained that, although every effort was made to have an English-speaker and a French-speaker on duty at any given time, the caravan was open for as much as 14 hours a day. It was possible, therefore, for two anglophones to have been on duty together.

The staff endeavoured to handle all requests for information in French at Meteghan River and did not recall an incident involving language.

The Commissioner emphasized that it was particularly important that the younger generation should be able to learn about their own country from federal agencies in the official language of their choice.

He recommended that Museumobiles should at all times be attended by staff able to provide the public with service in both languages. He also recommended that, when Museumobiles visit schools and teaching institutions, a special effort should be made to provide guides who are completely fluent in the language of instruction.

The Commissioner also suggested that the National Museums of Canada might feel that it would be appropriate to include the Ecole Supérieure de Clare early in the next Museumobile's itinerary in the Maritimes to erase any unfortunate impression which might have been created during the last visit.

The National Museums of Canada replied that it had made a special effort to provide its Museumobile Division with bilingual staff. The tour co-ordinator, tour manager, driver and three instructors were fully bilingual and the fourth and fifth instructors were upgrading their knowledge of their second language.

File No. 2369—What's On in Ottawa

A French-speaking person informed the Commissioner that the National Museum of Science and Technology had printed an advertisement in English only in the September 1973 issue of the monthly publication, *What's On in Ottawa/Voici Ottawa*.

The institution noted that the language used in the publication was English, with the exception of the advertisements that it carried for other federal institutions. The Museum also pointed out that it had made an effort to reach the Francophone community by regularly publishing advertisements in the Saturday edition of the daily newspaper *Le Droit* throughout the entire summer of 1973, though it had not placed equivalent advertisements in the English-language newspapers.

The Commissioner informed the Director of the Museum that the very title of the magazine suggested that the editor wished to receive bilingual advertisements and articles. Given the statutory obligation of

the Museum, under section 9(1) of the Official Languages Act, to serve the public of the National Capital Region in both official languages, the Commissioner recommended that any advertisement that the Museum publishes in this magazine or any other bilingual publication appear in both official languages.

The National Museum of Science and Technology complied with the Commissioner's recommendation, and a bilingual advertisement appeared in the May 1974 issue of *What's On in Ottawa/Voici Ottawa*.

File No. 2762—The Evolution of Guns

A French-speaking student who was doing research on the evolution of guns through the years visited the Canadian War Museum in Ottawa. He was able to find only one book in French on the subject. He complained to the Commissioner that there were not enough books in French at the Museum.

In a first reply, the Secretary-General of the National Museums observed that the libraries of the National Museums existed to serve the needs of the staff. Members of the public should address themselves rather to the National Library to meet their documentation needs.

The Commissioner replied that if he were to confine his remarks to the views expressed in the answer, he had to conclude that French-speaking "technical, curatorial and historical" employees of the museums would not have access to the same research facilities as their English-speaking colleagues. He then quoted paragraph 4 of Treasury Board Circular No. 1971-21 which states that one of the management objectives concerning bilingualism is to "ensure that the French language increasingly takes its place, along with English, as a language of work in the federal Public Service." The Commissioner added that he was not aware of any regulation forbidding members of the public to consult books in the library. He therefore recommended that the National Museums ensure that library material be available, in appropriate proportions, in both of Canada's official languages, and that this be accomplished by 1 July 1975.

The reaction of the Secretary-General of the National Museums was quite sharp. He stated that his administration has always sought manuscripts, translations etc., in French as well as in English, and that it intended to do so in the future, that the Canadian War Museum was interested in Canadian military history and that it was limited accordingly in its acquisition programmes by the fact that the language of publication of material on Canadian military history has been predominantly English. Where required for research or other purposes by museum staff, translation services were made available, particularly in respect of French-speaking employees working in their own language. The National Museums of Canada were therefore complying with

Treasury Board Circular 1971-21. The Secretary-General declared again that the library in question was a reference resource for employees and that it was not open to the public. Under normal circumstances, members of the public were referred to the National Library. The complainant had been given access to the documents he needed as a special courtesy. Since the nomination in January 1974 of a new Chairman and Vice-chairman, the Corporation had made every effort not only to abide by law and regulations, but to ensure that the spirit of the legislation was accorded the full co-operation of the staff.

The Commissioner accepted the view advanced by the National Museums that its libraries served principally the needs of the museums' staff and recognized that the Secretary-General's remarks seemed quite consistent with the recommendation he had made. He acknowledged that perhaps the deadline of 1 July 1975 should be extended. He recognized the Corporation's efforts and progress made in the field of bilingualism but he remarked that it would be some time yet before the Corporation reached its goals.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2159	Ottawa	The French version of a sign at the National Museum of Science and Technology is illegible.	Rectified
2238	Ottawa	English monograph on the James Ensor exhibition offered to French-speaking visitors: National Gallery.	Explanation offered
2254	Ottawa	Poor quality of French terminology used in the texts and legends at the Copernicus Exhibition.	Rectified
2595	Ottawa	A unilingual secretary wants to replace incumbent of a bilingual position and receive acting pay.	Referral
2974	Ottawa	A unilingual English-speaking employee replied to a telephone call placed in French.	Rectified
3205	Ottawa	Letter in poor French sent to French-speaker: National Gallery.	Explanation offered

NATIONAL RESEARCH COUNCIL—"Switched-on Bach"

EVALUATION

Science is indeed sometimes stranger than fiction. Even Jules Verne would never have believed that French would some day invade the English universe of alchemy. During the period covered by this report,

members of the public identified 14 elements of service incompatible with the spirit or letter of the Official Languages Act. The Council's Dr. Faustus' quickly discovered the right formulas to neutralize these. Its bibliocrats will also try to share future-shock scientific information in both official languages, be it through learned papers, cryptograms or audio signal.

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1856, 1872, 1990	Ottawa	The English logo took precedence in a French-language daily.	Rectified
1972	Ottawa	No French-speakers among the eighteen associate science directors on the staff of the Canadian Journal of Earth Sciences.	Explanation offered
1996	Ottawa	Unilingual English initials "OHMS" on the windshield of a truck.	Rectified
2016	Ottawa	Form letter in English sent by the library to a Francophone institution.	Rectified
2139	Ottawa	Forms in English sent to a French-speaking person.	Rectified
2280	Ottawa	A French-language cultural organization received a unilingual English report.	Rectified
2427	Ottawa	Departmental libraries and federal agencies were listed in English only in the <i>Union List of Scientific Serials in Canadian Libraries</i> .	Rectified
2549	Ottawa	No service in French from the National Scientific Library's consultation service.	Explanation offered
2720	Ottawa	Unilingual English-speaking director supervises French-speakers	Explanation offered
2918	Ottawa	Unilingual English initials "NRCL" on the cover of the French version of the laboratories' annual report.	Rectified
2950	Ottawa	Unilingual English document transmitted to a French-speaking person.	Rectified
3215	Ottawa	A list of articles on technical subjects offered no choice of language: English only.	Rectified

NATIONAL REVENUE (CUSTOMS AND EXCISE)—“I’ve Grown Accustomed to Your Face”

EVALUATION

The Department has a quick eye and nimble hands when it comes to seizing smuggled goods; too often, alas, in spotting linguistic lapses, its vision tends to blur, allowing far too much contraband unilingualism to slip past Parliament’s stringent guarantees to the travelling public. Still, the Department dealt quickly and effectively with the 34 complaints this Office received during the period covered by this report. In only one case was a formal recommendation required. The public may be reassured to learn that the Department has made not negligible progress toward achieving many of the goals recommended by this Office as a result of the special studies undertaken in 1972 and 1973. Also, in establishing an Official Languages Programme Branch with access to its central management process, Customs and Excise has moved toward creating an administrative structure presumably capable of ensuring that departmental policies, plans and programmes meet the requirements of the Official Languages Act. Nevertheless, the Department, in its effort to meet fully the demands of institutional bilingualism, still has a large outstanding account of unpaid linguistic duty.

As stated in the *Third Annual Report*, the Commissioner made 48 recommendations to the Department following a special study completed in January 1973. In December 1974, the Department reported that 24 of the Commissioner’s recommendations had been put into effect, that 13 had been partially dealt with and that nine had yet to be implemented. Due to the ambiguity of information provided by the Department, this Office could not precisely determine the effective status of 13 of the 24 recommendations which the Department reported implemented. The Department stated that two of the original recommendations had been made inoperative (as Ron Ziegler might have said) by a reorganization of the Excise Branch.

Customs and Excise stated that it had dealt satisfactorily with recommendations relating to departmental translation priorities, the need both to inform members of the public of the availability of bilingual services and to ascertain their linguistic preferences and the conversion of those unilingual Excise Tax Operation signs for which it is responsible. It had partially implemented several other recommendations concerned with signs, telephone listings, calling cards and rubber stamps. A third group of recommendations, concerned mainly with the display of forms, publications and information material, had not been met.

The Department’s record in treating the closely linked problems of staffing and language training has been similarly mixed. Recom-

mendations on the need to advertise competitions in both official languages and to continue hiring bilingual back-up staff have been implemented. It had also taken steps to assess accurately language training needs and priorities and to prepare highly functional second-language courses for its officers. Customs and Excise further reported that it was encouraging its employees to take language training and that it had, to a limited extent, made opportunities available to employees to put their acquired linguistic skills to use on a full-time basis through a programme of exchanges and transfers between offices located in English and French-speaking areas of the country. However, the Department has yet to provide job-oriented language training courses outside the National Capital Area, and has been unable to enlist the aid of the Public Service Commission in preparing specific testing and training programmes recommended by this Office.

At the time of reporting, the Department has achieved only one of the general policy and planning goals set by the Commissioner. Although the official languages branch had successfully developed a bilingualism information programme, directed to both managers and employees, the major task of revising and reissuing the Department's statement of policy on bilingualism had not yet been completed. In addition, Customs and Excise has not yet drawn up a plan for the provision of services to the public in both official languages, taking into account the problems and needs peculiar to Customs and Excise and the Commissioner's findings and recommendations. Instead, it has chosen to confine its official languages planning to the ready expedient of identifying the linguistic requirements of positions and setting designation dates for their occupation by linguistically qualified personnel according to the criteria laid down by the Treasury Board Secretariat.

The Department has also relied on this procedure to implement a number of recommendations relating to the automatic provision of certain public services and to the recruitment of linguistically qualified personnel. While the Commissioner does not deny the possibility that completion of this programme could constitute one element of full compliance with the Official Languages Act, he would like to stress to Customs and Excise that the Act places obligations squarely on each individual department. It requires that the Department, on its own initiative, fulfil these obligations immediately, or as soon as possible.

COMPLAINTS

File No. 2258—Gander International Airport

The Complainant alleged that there was no Customs or Immigration official able to speak French at Gander International Airport. On three occasions in the past two years, he had had to help French-speak-

ing relatives who had been literally pushed to one side until all other arriving passengers had passed through Customs and Immigration, and who were then questioned in English by an official who spoke no French. He noticed moreover that there were no signs in French and that all announcements were made in English within the Customs and Immigration area. He remarked that Customs services were not available in French in St. John's.

The Department of National Revenue (Customs and Excise), whose officers were responsible for primary examinations, recognized the importance of providing services in both official languages at Gander and in St. John's and accordingly had identified two positions to be designated as requiring bilingual incumbents, in accordance with Treasury Board guidelines. The Department indicated, moreover, that additional arrangements were being made with other government departments to increase the bilingual capacity at Gander and in St. John's.

The absence of bilingual signs at the airport was due partly to renovations. The Department assured the Commissioner that all signs in the Customs area were bilingual as were all signs relating to Health and Welfare and Immigration Services. However, in other parts of the terminal many signs were in English only. The Ministry of Transport was in the process of correcting these to conform to the requirements of the Official Languages Act.

Most announcements at Gander International Airport were made over Air Canada's public address system and, whenever possible, were in both official languages. As a result of a special study (made in 1971-72) of services provided members of the public by Air Canada, the Commissioner had recommended, among other things, that such announcements be made in both official languages. The Department had contacted Air Canada in this regard.

Since, in cases where positions have been identified as requiring the knowledge and use of both French and English in order to satisfy the requirements of the Official Languages Act, departments are required to make administrative arrangements to meet the language requirements of the positions, the Commissioner recommended that the Department make such administrative arrangements immediately.

The Department informed the Commissioner that it had set the designation dates of two positions, at Gander and in St. John's respectively, for 31 March 1975 and the incumbents were scheduled to begin language training early in the new fiscal year (1973-1974). In the interim, the Department would solve the problem at Gander and in St. John's by providing an interpretative service for French-speaking travellers, through co-operative administrative arrangements with personnel of Air Canada, as well as with the Department of Public Works at the latter location.

A French-speaking correspondent wrote the Commissioner about certain difficulties he had encountered when going through Customs at the Port of Prescott, Ontario. The correspondent had asked for directions about the shortest route to Ottawa and had been answered in English. Since he did not understand English very well he drove away, believing that he had been told to turn left and drive on to Ottawa. In reality, he had been ordered to stop and have his car searched. A unilingual E-67 form had been placed on the windshield of his car which the complainant took to be a pass routinely given to returning Canadians. The result was that the Ontario Provincial Police stopped him in Kemptville and forced him to return to Prescott where he was interrogated in English, even though he had apparently requested the services of a French-speaking officer. His car was searched and nothing illegal was found. A \$25.00 fine was imposed and the complainant felt that he had been treated as a criminal.

The Prescott office had been the subject of a similar complaint and the Commissioner reminded the Department that he had been informed of plans to increase the bilingual capacity of the office. Furthermore, the Department had accepted the Commissioner's suggestion regarding the use of the phrase "Un instant, s'il vous plaît" by unilingual English-speaking officers before calling on a bilingual colleague. The Commissioner had also been assured that form E-67 had been rendered bilingual. Consequently, he asked the Department to provide him with, in addition to its explanation, copies of all directives which were sent to the Prescott office in regard to the provision of bilingual service to the public following the closure of the earlier complaint.

The Department complied with the Commissioner's request about directives and also provided him with a lengthy explanation. With respect to the bilingual capacity of the Prescott office, one additional bilingual officer had been added in 1972 and additional bilingual staff were to be added in the near future. The use of the phrase "Un instant, s'il vous plaît" had been introduced as recommended on 7 March 1972 and the recommendation was being followed. Form E-67 was not intended to be read by the public. The unilingual version had been withdrawn but was still in use in Prescott due to a misunderstanding of instructions about the disposal of existing stocks.

With regard to the incident itself, the Department explained that the complainant never gave any indication, nor did any of his three passengers, of wishing to be served in French, and the customs officer was left with the impression that they all understood English. Furthermore, when the complainant was returned to Prescott, his explanations to the officer in charge at the Customs office were stated in English. One of the passengers did eventually ask whether any of the officers

spoke French. He was asked if he wished the services of a French-speaking officer and answered in the negative. In any event, on that day there were two officers on duty who could speak French.

The complainant was apparently given every possible opportunity to explain why he had left the post. Unfortunately, he became very excitable and vocal, a fact which his brother, one of the party, acknowledged by apologizing to the officer in charge.

Fines imposed for "Running-the-Post" generally fall between \$50 to \$200. However, nothing illegal was found in the complainant's car. Also the complainant had been given a speeding ticket by the Ontario Provincial Police. The Officer-in-Charge accordingly used proper discretion and reduced the fine to \$25.

The above facts were forwarded to the complainant and he was invited to telephone the Commissioner if he disagreed with the Department's version of the facts. The complainant did call and stated that he did not wish to pursue the matter further, adding that he was pleased to learn that the Department intended to take no further action against him.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1888	Regina	Lack of service in French at Customs in Regina.	Explanation offered
2074	Louisbourg	Unilingual English sign.	Rectified
2154	Winnipeg	Alleged irregularities in a competition.	Withdrawn
2177	Ottawa	Unilingual English stamp used on envelopes.	Rectified
2229	Ottawa	A French-speaker received correspondence in English only.	Rectified
2270	Ottawa	French-speaking public servant prevented from taking a course in English.	Withdrawn
2277	Toronto	Unilingual English stamps used by Toronto customs office.	Rectified
2288	Ottawa	Softball team's sweaters bear the unilingual inscription "Customs and Excise".	Referral
2316	Ottawa	A form contained a French phrase which was not idiomatic.	Rectified
2384	Ottawa	French correspondence is answered in English by Ottawa Customs postal office.	Rectified
2487	Ottawa	"Canada Customs Bonded Carrier" is written only in English on trucks.	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2548	Montreal	English-speaker objects to having his position identified bilingual.	Withdrawn
2575	Ottawa	Poor quality of French on two bilingual memoranda.	Rectified
2578	Montreal	Public servant denied the right to take part in an internal competition.	Withdrawn
2580	Ottawa	Poor quality of French on a competition poster.	Rectified
2614	Quebec City	Departmental manual sent out in English only with a bilingual memo explaining that the bilingual version would arrive later.	Explanation offered
2685	Brockville, Cornwall, Kingston, Lansdowne, Prescott, Pembroke, Trenton	An M.P. wished to know whether the Treasury Board had the authority to identify positions as bilingual.	Assistance rendered
2751	Toronto	Lack of service in French at Customs, Toronto International Airport.	Rectified
2782	Ottawa	Letter in English addressed to French-speaker.	Rectified
2869	Vancouver	Service available only in English at Vancouver Airport.	Explanation offered
2879	Winnipeg	Competition poster in English only calling for unilingual English candidate in an area having a significant French-speaking minority.	Explanation offered
2976	Cornwall	A Customs officer was repeatedly refused the right to go on language training.	Withdrawn
3001	Location unknown	Signs at a Canadian customs office are in English only.	Withdrawn
3062	Halifax	Delays in obtaining language training.	Explanation offered

NATIONAL REVENUE (TAXATION)—“Pennies from Heaven for You and Me”

EVALUATION

The Department has acted as speedily in correcting complaints and implementing recommendations as in collecting taxes. Several entries on the credit side of the linguistic balance sheet tend to prove that

the Department's small liabilities are covered by promising assets. Only 3 out of 13 special study recommendations, carried over from last year, were not fully implemented. Only 5 of the 43 complaints this Office received required a formal recommendation.

As summarized in the *Third Annual Report*, the Commissioner made 13 recommendations to the Department of National Revenue (Taxation) concerning with language of service. Of these, five had been put into effect by October 1973 and the remainder were in various stages of implementation.

In December 1974, the Department reported further progress, informing this Office that five more recommendations had been put into effect and that continuing efforts were being made with regard to the remaining three. The Department has agreed to ensure that its telephones are answered in both official languages, to publicize its capability of providing services in the two languages, to display and make available at its district taxation offices, publications in both languages, and to make arrangements with the Post Office Department concerning the display and availability of taxation forms in the two languages. Furthermore, the recommendation dealing with the establishment of a method to allow the taxpayer to indicate, in advance, his linguistic preference in taxation forms had been adopted on an interim basis, the Department having established bilingual forms as an ultimate goal.

Two recommendations were still not fully carried out. The Department had not yet been able to ensure that all its public information facilities were staffed in such a way as to provide services in the two languages. Neither had it been able to obtain sufficient translation capability to permit the elimination of occasional delays in answering correspondence in the language of the correspondent.

COMPLAINTS

File Nos. 2313, 2320—Edmonton

A French-speaker complained that she had not been served in the language of her choice when she wrote to the Department's regional office in Edmonton and that she had not received a French-language form for the 1972-73 year. This incident gave rise to a series of events which she described in detail and which boiled down to the fact that the Department had disregarded her reply, written in French. She then tried to communicate in French by telephone with the Department in question, but without success.

Another French-speaker complained that the same office had been unable to serve him in French during the same week.

According to the Department, the first complainant had completed and submitted her 1971 income tax return in English and that was why she had been sent an English form for 1972. The complainant had subsequently been asked for additional information by means of a bilingual circular, to which she had not replied. The Department added that she could have obtained service in French if she had so requested when submitting her return or by replying to the letter sent to her. The complainant's husband had in fact asked for a French form but the departmental clerk had sent him an English one by mistake.

The Department had hired two bilingual employees for its regional office in Edmonton, but during the week in which the complainant telephoned, one of the two had been on annual leave and the other on sick leave. The same explanation held true for the second complaint.

The Department also informed the Commissioner that its Edmonton representatives had met with the complainant and her husband and had then taken the necessary steps to resolve the question of their submitting returns in the language of their choice. They had also assured the complainant that she would henceforth be served in French.

The Commissioner asked the Department for a breakdown of the staff in the Edmonton regional office. He was informed that as of 30 June 1973, the staff consisted of 390 full-time employees, fifty-three of whom were assigned to the assessing section. The two bilingual employees working in this section therefore represented less than four per cent of the total section staff.

Taking into account the Edmonton office's extremely limited capacity for providing services in French, the proportion of French-speaking residents in the Edmonton, St. Paul/Bonnyville and Peace River districts which were served by this regional office, and the taxpayers' right to be served in the official language of their choice wherever there was a significant demand, the Commissioner recommended that the Department increase the number of bilingual employees in its Edmonton office.

In a letter dated 21 February 1973, the Department informed the Commissioner that it had taken the following measures to rectify the situation in its Edmonton office. Five of the positions in the assessing section had been identified as bilingual. Three of these were already occupied by bilingual incumbents and the employees appointed to the other two would be bilingual as soon as they had completed their language training course.

File No. 2814—Not Deductible

The complainant sent to the Commissioner a copy of a letter he wrote to the Ottawa District Taxation Office concerning a Notice of Re-

assessment disallowing his claim of a deduction for a French instruction course.

The Commissioner informed the complainant that the matter did not constitute a contravention of the Official Languages Act and that he could not intervene in an official capacity to have it rectified. He had however sent the complainant's letter to the Deputy Minister of National Revenue (Taxation) and had inquired about the possibility of having expenses incurred in acquiring knowledge of one of the official languages recognized as tax deductions.

In its reply, the Department stated that, under the requirements of the Income Tax Act, tuition fees may be deducted in computing the income of a taxpayer if he was during the year a student registered at an educational institution in Canada which is certified by the Department of Manpower and Immigration. Since the commercial firm selected by the complainant was not so certified, tuition fees paid to it would not be deductible.

The Commissioner replied that the government made large sums of money available to the province to promote the teaching of both official languages throughout Canada and adopted measures to offer training in the official languages, at public expense in certain educational establishments, to members of the public whose lack of knowledge of one of the official languages made it difficult for them to secure permanent employment. The programme administered by the Department of Manpower and Immigration did not cater to those already gainfully employed and thus it seemed to him that the Department's list of certified educational institutions might not be applicable in the complainant's case. The Commissioner suggested that self-employed taxpayers should be allowed to claim as business expenses certain tuition fees for training in one of the official languages of Canada which they considered essential for the conduct of their business, upon submission of the usual supporting invoices. There were obviously several ways open to individuals to acquire proficiency in one of the official languages and the method chosen by the complainant seemed to best meet his personal requirements and constraints. Unfortunately, taxpayers choosing this method would not ordinarily know that they must first verify whether the institution had been certified by the Department of Manpower and Immigration. The Commissioner added that he believed it in the public interest to encourage Canadians who, on their own initiative, take training in one of the official languages.

As in the case of other taxpayers in the past, the Commissioner's fervent yet logical appeal on behalf of the complainant went unrewarded. The Department said that the question of whether a claim for second-language training should be deductible was one of tax policy which was the responsibility of the Minister of Finance. As things stood,

the Department had no alternative but to disallow claims unless they qualified as tuition fees. Since the complainant did not attend an educational institution eligible under paragraph 60 (f) of the Income Tax Act, his expenses were not allowable.

Nothing ventured, nothing gained. In the light of the Department's position, the Commissioner wrote to the Minister of Finance urging that consideration be given to expanding the scope of paragraph 60 (f) of the Income Tax Act. The Minister agreed to take the Commissioner's suggestion under advisement when considering further amendments to the Income Tax Act.

File No. 2906—Computer Printouts

A French-speaker complained that certain computer printouts giving instructions to district offices in Quebec, where the language of work was French, were in English only. He maintained that these printouts could easily be made bilingual.

The Department replied as follows: "The question of language for internally-used computer-generated documents has been considered on a number of occasions but as yet the problem has not been resolved. It has never been argued that the computer cannot be programmed to provide the information in French; rather the computer cannot know in advance the language of the recipient. The messages in question are generated automatically with no predetermination of their ultimate disposition. Computer messages are often transferred among offices, and a number of offices have both French- and English-speaking employees.

At one point we attempted to translate the message text when we were considering the possibility of a bilingual printout. This gave rise to serious problems for two main reasons: firstly, most of the messages contain abbreviations or terminology which are neither French nor English and do not lend themselves to translation and, secondly, the form size required for a bilingual printout was unmanageable and the format was too complicated.

A number of other approaches have been considered, such as using the language of the taxpayer, using only French for the Quebec district offices, etc., but, for the reasons described above, no wholly satisfactory answer has been found."

Members of the Commissioner's staff visited the Department to see what was involved and to discuss the problem with the Department's systems experts.

They noted that the manuals and instructions associated with the programme were bilingual and that the Department had clearly made an effort to help its French-speaking staff to do their work in French. Nevertheless, they felt that the present system still imposed a heavier

burden on the French-speaking employee than on his English-speaking counterpart, which is against the spirit of the Official Languages Act. The Commissioner therefore recommended that the Department's technical and bilingualism staff continue to study the language-of-work aspect of existing computer programmes and that they take steps to ensure that linguistic equality is built into future systems right from the start.

File No. 2947—Centre for Career Development

A French-speaker complained to the Commissioner about the lack of bilingual telephone identification of the Centre for Career Development. He complained about the promotion of people to acting positions at the Centre to avoid implementing Treasury Board directives which require that unilinguals appointed to bilingual positions attend language courses. He stated that unilingual English documents were addressed to departmental personnel with accompanying notes promising a later French version.

The Department informed the Commissioner that:

- 1) the Centre's receptionist was bilingual but a temporary replacement may not have answered the telephone in both official languages;
- 2) the Centre was a very new venture for the Department. It had moved from concept to reality in less than a year (on 5 June 1974, 250 students had begun their programme of instruction). To meet stringent deadlines, it had been necessary to borrow personnel from a number of other divisions in the Head Office and the District Offices to develop the curriculum, course outlines and lesson plans which were of vital importance to the Centre. At the same time, suitable instructors and administrative staff had to be recruited. A number of these temporary personnel who were on loan to the Centre were thus placed in acting pay status for a short period of time. This procedure has now ceased. All unilingual personnel occupying bilingual positions will be receiving language training in accordance with government and departmental policy,
- 3) only in circumstances where deadlines made it necessary, was correspondence issued to employees in a unilingual format, and whenever this happened the translated version followed with a minimum of delay.

Regarding three unilingual office memoranda which the complainant had later brought to the Commissioner's attention, the Department said that one had not been intended for general circulation but was specifically addressed to a limited number of employees, all of whom professed English as their mother tongue. It was therefore considered quite correct for this memo to be written in English only. The other two should admittedly have been issued in a bilingual format and

steps were being taken to prevent a recurrence of the error. The Department reiterated that its policy was to put out all directives, instructions, memos and other documents which were intended for general distribution to its employees in a bilingual side-by-side format. Unfortunately, on a few occasions the writers neglected one language or the other, but invariably this was because of pressure of deadlines and never with the intention of circumventing the Official Languages Act. The Department asked the Commissioner to convey its apologies to the complainant and assured him that it would continue to be vigilant and do whatever was necessary to ensure that all employees of its Taxation component became and remained fully aware of the linguistic rights of taxpayers and departmental employees.

After studying the matter, the Commissioner concluded that there had been violations of the Official Languages Act. He therefore recommended to the Department that:

- 1) switchboard operators, when answering calls, give the name of the Centre for Career Development in French as well as in English;
- 2) unilingual English-speaking operators automatically transfer calls received in French to colleagues with a good knowledge of that language, after alerting the caller with the very simple phrase: "Un instant, s'il vous plaît";
- 3) operators refrain from speaking English to French-speaking callers, as service should be provided automatically in the language of the caller;
- 4) waiting time be reduced to the minimum in all cases covered by the preceding recommendations;
- 5) the Department take immediate steps to ensure that the Centre for Career Development has an adequate bilingual capability to serve the public in both official languages while unilingual incumbents in positions identified as bilingual are receiving language training; and
- 6) all internal communications of the Centre for Career Development which are of general interest to employees or intended for general circulation be distributed simultaneously in English and French.

The Department informed the Commissioner in October 1974 that the Centre for Career Development had the bilingual capability at the secretarial level to meet his recommendations regarding the answering of telephones. The Centre was also able to serve the public and departmental employees in both official languages while unilingual incumbents in positions identified as bilingual were receiving language training; and all internal communications within the Centre which were of general interest to employees or intended for general circulation would henceforth be distributed simultaneously in English and French.

File No. 2957—The Urgency of Disseminating

A French-speaker alleged that French versions of directives, circular letters and interpretation bulletins were distributed (if at all) many weeks after the English versions in National Revenue (Taxation) offices located in French-speaking districts. These documents emanated from Ottawa.

The Department replied that its official policy was to prepare all circular letters, interpretation bulletins and directives intended for wide distribution in a bilingual side-by-side format and therefore simultaneously. This also normally applied to directives issued for wide distribution which were then placed in the Taxation Operations Manual. The Department added that there were, however, “a very few number of occasions where the urgency of disseminating the information overrides the necessary delay brought about by translation”. During the 1973-74 fiscal year, a total of 473 releases for the Taxation Operations Manual were made, of which 143 were “emergency” releases. These had to be made very quickly and, as a result, 31 such releases were first issued, under special authority, in a unilingual English format but were followed up as soon as possible with bilingual replacements.

The Department believed that its actions had reflected a determined effort on its part to have all information published simultaneously in both official languages.

The Commissioner commented that if it was urgent to pass on information to English-speaking employees, surely the same urgency applied to French-speaking ones, regardless of their numbers. He therefore recommended that all circular letters, interpretation bulletins and directives, including Emergency Taxation Operations Manual releases, henceforth be distributed simultaneously in both official languages in order to respect the equality of status of both French and English, in accordance with the Official Languages Act.

The Department sent the Commissioner a directive issued to its senior managers on 24 September 1974, which contained instructions requesting compliance with the Commissioner's recommendation. The Department indicated that it had also requested more translators from the Department of the Secretary of State in order to achieve this objective.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1792	Ottawa	Unilingual English inscription on envelope.	Rectified
1849	Ottawa	Bilingual competition poster containing a serious error in translation.	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1897	Ottawa	French speaker receives unilingual English form after having asked for it in French over the telephone.	Explanation offered
1926	Ottawa	French speaker receives personal income tax form in English.	Assistance rendered
1936	Toronto	A French speaker encounters difficulties in completing his income tax form.	Withdrawn
1939	Ottawa	Note in income tax guides explaining availability of forms and correspondence in the other official language should be displayed more prominently.	Explanation offered
1943	Ottawa	A French speaker receives an income tax return form containing a return envelope addressed in English.	Assistance rendered
1946	Ottawa	A bilingual form bears a unilingual English message.	Rectified
1982	Windsor	A French speaker receives a letter written in poor French.	Rectified
1993	London (Ontario)	Delays in receipt of income tax refund. Letter in French replied to in English.	Explanation offered
2037	Ottawa	A French-language income tax form contains an English-language income tax table.	Assistance rendered
2086	Montreal	A French speaker receives income tax forms in English after having specifically requested French-language forms.	Rectified
2095	Ottawa	A French speaker has difficulty obtaining service in French at the Taxpayers Enquiries Service.	Explanation offered
2134	Ottawa	A French-speaking departmental employee is unable to deal in French with the personnel office.	Rectified
2163, 2187	Saint John, Ottawa	A French speaker receives an English language income tax form.	Rectified
2181	Ottawa	Lack of service in French at the Interpretations Branch.	Explanation offered
2184	Ottawa	A French speaker is unable to obtain a copy of the French version of the 1971 income tax form.	Explanation offered
2222	Sherbrooke (Quebec)	A French speaker receives a copy of form T462 which had been completed in English.	Assistance rendered
2255	Ottawa	A French speaker receives a questionnaire in English only.	Assistance rendered

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2356	Ottawa	A French-speaker receives a bilingual T462 form completed in English.	Rectified
2435	Ottawa	T400 A forms fail to arrive as ordered.	Explanation offered
2445	Ottawa	French-speaker receives a collection letter in English.	Rectified
2568	Ottawa	No service in French at departmental inquiry desk.	Rectified
2619	Ottawa	An English-speaker, wishing to take a course in French abroad, complains that he would not be able to claim the cost as a tax deduction.	Explanation offered
2692	Sudbury	Lack of income tax forms in French at local post office.	Explanation offered
2704	Ottawa and Falher (Alberta)	English version of the income tax form sent to French-speaker. Another person received a French form containing a bilingual guide. Lack of forms and a guide in French at Falher Post Office.	Rectified
2745	Regina	A French-speaker is spoken to rudely on the telephone.	Explanation offered
2764	Winnipeg	A French-speaker receives correspondence in English.	Rectified
2778	Sudbury	District Office in Sudbury slow to fill an order for 5000 T1 forms in French.	Rectified
2815	Ottawa	Language of work of French-speaking temporary employees is not respected.	Explanation offered
2855	Ottawa	A French-speaker complains that too many bilingual positions are occupied by anglophones.	Withdrawn
2978	Ottawa	A French-speaker objects to the appointment of English-speaking employees and to unilingual-English supervisors filling positions designated as bilingual.	Not justified
3095	Ottawa	Service in English only: Taxpayers' Inquiries Service.	Explanation offered
3118	Ottawa	A French-speaker receives 1973 Notice of Assessment in English.	Rectified
3245	St. Boniface (Manitoba)	Letter in English to French-speaking organization.	Rectified
3299	Ottawa	A letter and pamphlet in French are sent to an English-speaker.	Rectified

PARLIAMENT¹—"The Folks Who Live on The Hill"

EVALUATION

In matters bilingual as in every other matter, one is inclined to look to Parliament for exemplary leadership. Since last year's report, however, the public pointed out 19 infractions of the Official Languages Act under the ægis of the Peace Tower.

These complaints touched on services provided by parliamentary staff. As last year, complainants remarked on lack of service in French from telephone operators and security guards in the Parliament Buildings. French-speaking security guards continued to make representations to the Commissioner about language-related conditions of work, as well as about memoranda sent in English only to French-speaking employees. Four of the above complaints led to recommendations.

The former Speaker of the House of Commons extended close cooperation in settling these complaints and sent the Commissioner a copy of directives he issued to security staff. He also reminded telephone operators of their obligation to provide, automatically, service in both official languages. The Commissioner met with the Speaker to discuss those matters related to conditions of work of French-speaking security guards who came within his authority. The Speaker also took appropriate measures to ensure that memoranda were distributed in both official languages to all his staff. The new Speaker of the House has shown the same open-mindedness and spirit of cooperation as his predecessor in rectifying promptly and fairly problems of a linguistic nature.

Nevertheless even while seeking to understand the causes of the above difficulties, one finds it saddening, but unavoidable, to report on so many complaints against the very institution which passed the Official Languages Act.

COMPLAINTS

File Nos. 1641 and 1667—Constables

A member of Parliament wrote to the Commissioner on behalf of a number of French-speaking constables concerning some aspects of their conditions of work.

1. Even though Parliament, in "sound" constitutional law, includes Crown, Senate and House of Commons, marked differences in the degree of our activities vis-à-vis these three elements of Parliament suggest that it may be more sensible to report evidence on each of the three components separately. Thus, dealings with His Excellency the Governor General will be found below in the appropriate alphabetical order.

The member stated that in view of the absolute necessity for the constables to be bilingual to fulfil their tasks (providing information to the public, conducting tours, etc.), in view of the right of the public to be served in the language of its choice when visiting the Parliament Buildings, and because of the fact that all French-speaking constables were bilingual whereas nearly all English-speaking constables were unilingual, it was inadmissible that: (1) a 7% bonus in pay was not applicable to the said constables; (2) the bilingualism factor was not taken into account in according promotions (of 11 recent promotions, 7 had been given to unilingual English-speakers); and (3) the French-speaking constables were called upon to work longer hours since they were the only ones able to deal with visitors in both English and French.

The Commissioner's legal adviser and a member of the Complaints Service met with the Sergeant-at-Arms. They admitted at the outset that there appeared to be no infraction or contravention of the Official Languages Act in the points raised in the M.P.'s letter, unless it were true that the bilingualism factor was not taken into consideration in determining promotions. The other two points in the complaint—the question of a 7% bonus for bilingualism and the alleged longer hours for French-speakers—were not in themselves contraventions of the Act.

The 7% bonus for being bilingual referred to is given, in the federal Public Service, to the ST group only: that is, to typists, stenographers and secretaries.

The Sergeant-at-Arms produced a document entitled the "Annual Statistical Report—1972—Protective Service" that established that English-speakers worked as long and/or as often as French-speakers, on weekend duty.

With regard to promotions, the Sergeant-at-Arms repeated what had been stated previously (see our *Second Annual Report*, Parliament, File Nos. 449, 453, 466, 470) and insisted there was no racial or linguistic discrimination, adding that all possible candidates for promotion were honestly considered.

The Commissioner later appeared before the standing committee on Procedure and Organization, at its request, to answer questions relating to the previous year's complaint, the administration's answer to which had included the statement that of the last 25 recruits hired for the Security staff, 22 were bilingual. There appeared to be a certain discrepancy in the facts; only 13 of the 25 were bilingual.

Subsequently, the Commissioner met with the Speaker of the House of Commons to discuss all matters relating to the Commissioner's jurisdiction under the Official Languages Act as applied to the personnel of the House of Commons. They also discussed, unofficially, the various administrative questions raised by the member of Parliament.

The Commissioner informed the member of Parliament of the above developments.

File No. 2233—Confederation Building

A French-speaking person from Hull went to the Confederation Building, in Ottawa, to see an MP. He wanted to get some information from an attendant at the reception desk and the latter told him he did not speak French.

The Speaker advised the Commissioner that the attendant in question was in fact a unilingual English-speaker. The security service tried to displace bilingual personnel in the most strategic locations open to the public, but in view of relief requirements and the number of duties to be performed, it was sometimes necessary to use unilingual employees to replace officers at mealtimes or during coffee breaks.

The Commissioner recommended that there should always be a bilingual attendant at the reception desk in the Confederation Building.

In his reply the Speaker indicated that he had taken careful note of the Commissioner's recommendation.

File No. 2523—Parliament Buildings

A French-speaking couple complained of the failure of the security service at the Parliament Buildings to provide service in French.

The complainants went to the main entrance of the Parliament Buildings with some friends and asked the first guard they met whether they could visit Parliament. He arrogantly replied that he did not speak French. The complainants then asked another guard who was a French-speaker. He complained about having to provide service in both official languages and about being unable to obtain a promotion because he was French-Canadian.

The Speaker of the House of Commons, who is responsible for the security service at the Parliament Buildings, informed the Commissioner that there were probably six guards on duty at the time of the incident and that it was difficult to identify those responsible without knowing their numbers or having more details.

The Speaker informed the Commissioner that the security service personnel had received directives urging them to use tact and diplomacy at all times when dealing with visitors. He hoped that the unilingual English-speaking guard in question had not intended to be arrogant but said that he had probably been flustered when the French-speaking visitors had spoken to him in French.

After noting that directives had again been issued to remind the guards that it was their responsibility to provide all visitors with courte-

ous service in the official language of their choice, the Commissioner pointed out to the Speaker that he found the unilingual English-speaking guard's reaction to French-speaking visitors less than satisfactory. Under the circumstances the guard could have used at least some degree of tact to get out of the uncomfortable situation. A visitor is entitled to decide which official language to use, and it is incumbent on all agencies and institutions of the government and of Parliament, and particularly in the case of security guards at the Parliament Buildings, to provide bilingual service.

The Commissioner reminded the Speaker of similar cases (see File Nos. 1219, 1257 and 1585 on page 366 of our *Third Annual Report*) and asked to be sent a copy of all directives issued to the security guards between June and December 1973 concerning bilingual service to the public.

The Sergeant-at-Arms sent the Commissioner a recent directive issued by the chief of the security service after the complaint. He said that strong warnings had been given to remind the entire security service that it must treat the public with the utmost courtesy at all times. He added that these instructions had been frequently repeated. Although he explained that the staff had been deployed in such a way that bilingual guards were always available to the public, the security chief stated that sometimes, especially at mealtimes and during coffee breaks, it happened that only unilingual English-speaking guards were on duty.

This procedure appeared both disconcerting and contradictory to the Commissioner, who recommended that the shifts be changed so that bilingual guards are available to serve visitors in the official language of their choice at all times, even during coffee breaks, mealtimes and so forth.

The Speaker of the House of Commons took note of the Commissioner's recommendation and brought it to the attention of those responsible so that they could take the appropriate action.

The Sergeant-at-Arms informed the Speaker that of the seventeen guards who had been hired in 1973, fourteen were bilingual; the three unilingual English-speaking guards were veterans with many years of active service in the Armed Forces. He assured the Speaker that the present policy of recruiting bilingual guards would continue. This information was forwarded to the Commissioner.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1896	Ottawa	A French-speaker had to persist in order to obtain telephone service in French.	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2064	Ottawa	Security officers should draft their reports in English.	Withdrawn
2071	Ottawa	Unilingual service provided by guards at the main entrance.	Explanation offered
2112	Ottawa	Only three of the six guards in the Centre Block understood French.	Withdrawn
2323	Ottawa	No telephone reception in French.	Withdrawn
2454	Ottawa	The institution was identified in English only.	Explanation offered
2633	Ottawa	Lack of French-speaking guides.	Explanation offered
2717	Ottawa	Only four of the thirteen constables in the House of Commons at the service of the public were bilingual.	Explanation offered
2799, 2885	Ottawa	Memoranda written in English only.	Rectified
2823	Ottawa	The French-speakers of Nova Scotia and of Prince Edward Island were not represented in the Senate.	Referral
2938	Ottawa	Unilingual English-speaking supervisor in the Peace Tower and at the entrance to the Senate.	Explanation offered

POST OFFICE—"Please, Mr. Postman"

EVALUATION

While the Canadian public may be thinking of raising bilingual pigeons to ensure efficient and uninterrupted postal service, this Office is groping to find ways of making the Department move on its appointed rounds against snow, sleet, hail, latter-day Luddites and bilingual sluggishness.

Although aware of the endemic labour strife and administrative complexities plaguing this Department, this Office is singularly unimpressed by the Post Office's snail-like and sporadic progress in meeting the requirements of the Official Languages Act.

Since last year's report, the Post Office has taken more steps towards serving the public in both official languages, including a bilingual-service clause in transportation contracts; but these steps are evidently not adequate. During the period under review, we received 156 complaints similar in nature to the 106 received between 1970-73. In set-

ling complaints, the Department's action has often been unduly protracted.

The Department remains unable to offer counter services in both official languages, even in the main post offices of many major cities. Even in the National Capital Region, it is quite often impossible to obtain services in French.

The Post Office's actions in carrying out 28 recommendations made after two special studies seem inadequate and lacking in cogency; rather, it seemed more concerned with indulging an implacable passion for inertia. In sum, the senior management appears to have failed to create a dynamic organization, and to enlist the staff's co-operation and energy, in order to move ahead meaningfully towards developing institutional bilingual ability.

In January 1975, the Department's Official Languages Development structure at Headquarters (Ottawa) went through some change. We hope this change will add the impetus, authority and imagination the Department requires to respect fully Parliament's wishes under the Official Languages Act.

Readers of the *Third Annual Report* may recall that the Post Office has been the subject of two special studies. We made 11 recommendations as a result of the 1972 study of the Moncton Post Office and a further 17 on completion of the 1973 study of the Department's headquarters. In December 1973, the Department provided information on the current implementation status of all 28 recommendations, and this Office gathered additional data during visits to four major centres.

In the case of the Moncton study, the situation remained basically unchanged from that reported by the Department in October 1973. Although the Post Office had implemented 7 of the 11 recommendations, it had still not installed the central switchboard, already planned in September 1972, which would allow the provision of bilingual telephone reception services in Moncton. The Department rejected the recommendation concerning bilingual capability on letter carrier walks on the grounds that "letter carrier contact with the public is not sufficiently extensive to warrant any specific language requirement". This Office is obliged to point out that the onus is on the Department to prove this claim with sound statistical or other evidence. Finally, the Department stated that it was in no position to "dictate the language of service provided" by sub-postmasters and cites as reasons its difficulty in attracting business people to become sub-postmasters and the lack of qualified bilingual people on the labour market. While acknow-

ledging that such difficulties do exist, we must stress that the Post Office must seek out satisfactory solutions and through discussions, negotiations, and extending help, if necessary, thereby meet the Act's requirements as they relate to the provision of services in both languages.

In its response to the second study, which was designed to help the Department meet the requirements of the Official Languages Act all across the country, the Post Office reported that it had taken action on all 17 recommendations. However, the persistence in complaints of a similar nature gives us reason to question the adequacy of the "action". Also, in the case of all but two recommendations (those dealing with job security and close liaison with unions), the extent of implementation and the pace at which it has progressed, make the Department appear remiss.

With respect to recommendations dealing with matters related to informing those responsible for implementation and other employees about the requirements of the Act, planning, carrying out and reviewing an action programme for the appropriate staffing of positions, appointing regional bilingualism co-ordinators, keeping an annual record on employee turnover and, where necessary, relocating staff, the Department cited the Treasury Board's OLAS system of identifying and designating the language requirements of positions as the principal method of implementation. It is, perhaps, a little early to pass judgment on the overall performance of the Department's activity in this complex operation; initial data suggested that, except in some cases, the programme offered some hope for the future, and in others it seemed to perpetuate the inadequacies of the past. The Department might benefit from consulting the appropriate sections of this report in which we have attempted to show the surfacing weaknesses of the OLAS system.

Perhaps because of its feverish participation in the OLAS programme, the Post Office still had far to go before achieving full implementation of six recommendations. The Department stated that bilingualism is included in its corporate goals and objectives, but failed to say what these goals are, or how and when they would be attained. The recommendation that the public be informed of the Department's capability of providing service in both languages "is continually under review" and has not been carried out for fear of creating an "us and them" attitude among both employees and members of the public. As mentioned earlier, bilingual service clauses have been introduced in transportation contracts, but not in those signed with group or sub-post offices for reasons cited above. Finally, the recommendations dealing with translation procedures, correspondence with the public, visual matters such as signs, printed material and telephone identification and service, are all being pursued at a less than precipitous pace.

Many of the complaints received during the period under review pointed to the absence or insufficiency of bilingual capability to serve local official-language minorities across the country. The Department offered few solutions that would ensure comparable quality of counter service to French- and English-speaking customers. The post offices in Sudbury, which over the last four years have been the subject of a number of complaints, have considerably improved their services in French and have earned the thanks of the local French-speaking population.

Of the 156 complaints we received, many touched on such things as signs, unilingual printed material and more easily resolvable problems, such as unilingual rubber stamps. The Department took action to correct them without a great sense of urgency. Twelve of the 156 complaints led to recommendations. The incidence of this kind of complaint seems to be diminishing as the Department's campaign to replace unilingual stamps progresses. Complaints about unilingual exterior signs on post offices, however, are increasing: the Post Office and Public Works both have a responsibility in this area. From the results, neither appears to be moving at the speed of light.

We received a number of complaints alleging that mail had been delayed or misdirected because the address was in French. In an effort to prevent this sort of thing from happening, the Department has provided many of its staff with mini-glossaries of common postal terms in the two official languages. This Office has asked the Department to step up such staff-assistance work, and has also urged that more standardized bilingual messages be supplied to local postmasters so they can readily produce routine notices to the public in bilingual form.

COMPLAINTS

File No. 959—Signs in French only

A French-speaker wrote that the signs identifying offices in four small towns between Quebec City and Rimouski were in French only. He felt that the signs should have been bilingual so as to reflect the dual linguistic nature of Canada.

The Department informed the Commissioner that a copy of his letter had been sent for reply to the Building Administration Branch of the Department of Public Works, which is responsible for policy in this field.

The Department of Public Works explained that it had been working very closely with the Post Office Department on a programme of signs to meet the stipulations of the Official Languages Act and the

Federal Identity Programme. In addition, the Post Office Department was in the process of developing a programme to reflect its new corporate image, and the two programmes had to be co-ordinated in order to minimize the cost of sign conversion.

The Public Works Department had begun its national programme of converting unilingual signs in 1969 and was trying to have the task completed as quickly as its resources would permit, keeping in mind the requirements of the Federal Identity Programme and other requirements such as the Post Office Department's programme. It endorsed the views expressed by the complainant and stated that it would be in a better position to ensure that all federal signs in the country were bilingual once the order of precedence of the two languages had been set by the Cabinet.

The Commissioner stated that he had examined the Department of Public Works' "Policy on Building Plaques and Signs", issued 4 July 1968, which stated that all permanent exterior official recognition signs were to be bilingual and that the order of precedence of the two languages was to be "decided on a majority basis from language use statistics compiled by the District Director of Postal Services for the area where the property is situated: settlement, village, town, municipality, city". The Commissioner was in complete agreement with this flexible policy on precedence and mentioned that he had quoted it as an example in one of his letters to another institution.

The Commissioner agreed that the conversion of all unilingual Post Office signs in Canada was a considerable task. However, taking into account the fact that the work had begun a few years ago, he recommended that all signs which served to identify post offices in Canada be made bilingual by 31 March 1974. A copy of the letter containing his recommendation was sent to the Post Office Department.

The Post Office Department eventually informed the Commissioner that the bilingual signs for the 4,000 Revenue post offices for which it was responsible were being produced by the Canadian Penitentiary Services and would be delivered to individual locations by 1 February 1974 and installed by 30 June 1974.

The Department of Public Works stated that it would not be able to meet the Commissioner's deadline for the conversion of signs of the approximately 6,000 postal facilities under its jurisdiction. However, it offered to keep the Commissioner informed of its progress in developing a detailed plan for the conversion of these signs. At last report, the Department was aiming for a completion date of December 1978.

File No. 1594—Unilingual Markings

A French-speaker complained that a parcel he received bore unilingual stamps: "Received at Toronto in damaged condition" and

“Found in damaged condition at Toronto”. He maintained that they should have been bilingual.

The Post Office Department informed the Commissioner that it had begun a programme to make all its stamps bilingual but that it would be some time before the work was completed. It had drawn the attention of its district directors in Ontario to the complaint and asked them to review all their stamps to make sure they were bilingual.

The Commissioner recommended that the Department draw up without delay a programme with definite priorities and a time-limit that would ensure that bilingual stamps were rapidly substituted for unilingual ones. He emphasized that the requirements of the Official Languages Act should be used to determine these priorities, rather than the wearing out or obsolescence of the equipment.

In March 1974, the Department informed the Commissioner that the National Operations Branch had placed a high priority on making mail marking devices bilingual. The areas where changes were required had been identified and a number of alternative procedures had been developed. The Senior Executive Committee had then reviewed the plans and they were being considered by the Minister.

In the meantime, steps were being taken to standardize bilingual descriptions of installations and to extend the use of the 24-hour system of recording time.

File No. 1987—Burlington

A French-speaker from Hamilton remarked that “the post office in Burlington (Brant Street) has a sign that reads ‘Stationnement inter Dits’ but no one in the office speaks French . . .”.

According to the 1971 census, 1.7 per cent of the population of Burlington was French-speaking—1,500 persons out of a total of 87,020. Although the Department would like to be able to serve the public in the official language of its choice, it claimed that there was no indication that bilingual services were required in that region.

However, the Commissioner considered that this complaint and similar complaints proved that there was a certain demand for service in French. He therefore recommended that the Department make all possible efforts to offer bilingual services to the public in Burlington, as well as to the travelling public that visited that region.

The Commissioner also recommended that the Department correct the misspelling “inter Dits”.

The Department informed the Commissioner that a study was in progress on the identification of bilingual positions in all post offices throughout the country and that it would forward him the results of this

study as soon as it was in a position to implement them. It added that the sign in question had been corrected.

By 31 March 1974 the Commissioner had sent three reminders to the Department with regard to the first recommendation but had received no reply.

In early April the Department informed the Commissioner that since only a minute percentage of the population of Burlington was French-speaking, the creation of bilingual positions was not justifiable at that time. There were then 158 unilingual English positions and no date had been set for designating bilingual positions. The Department added that French speakers using this office could obtain satisfactory service using administrative forms. If these forms were no longer adequate the Department would consider recruiting a bilingual employee.

In view of the small demand for services in French, the Commissioner agreed that providing a bilingual form to customers could be retained as a stopgap measure. He pointed out to the Department that he would have to investigate any further complaints he might receive regarding the Burlington office and might, if the need were felt, suggest the adoption of other measures to provide adequate service to the French-speaking public.

The Department gave this assurance and sent the Commissioner a copy of its directive on the matter.

File No. 2417—Shediac

A French-speaker deplored the fact that at the post office in Shediac, New Brunswick, the woman answering the telephone identified the office in English only, although she could easily continue the conversation in French.

The Department informed the Commissioner that four employees at the Shediac post office had been recognized as being bilingual under the old system where a candidate's language abilities were assessed during his interview.

As to their manner of identifying the post office over the telephone, the Department stated that employees were following the usual practice of commercial establishments in Shediac and that it was difficult to break themselves of an ingrained habit. It added, nonetheless, that although the employees did know the proper procedure, the matter had been brought to the postmaster's attention.

The Commissioner thought it useful to remind the Department that unlike private businesses, all post offices were subject to the Official Languages Act. He recommended that the Shediac post office be identified on the telephone in both official languages.

After directives were issued, a check revealed that telephone calls in Shediac were answered: "Post Office/Bureau de poste".

File Nos. 2420, 2441, 2465, 2511, 2537—Sudbury

The Commissioner received a number of complaints in October and November 1973 about the lack of service in French at the two post offices in Sudbury. On four occasions, French-speakers said that they had been obliged to transact their business in English as the wicket clerk did not speak French and did not offer to fetch a bilingual colleague.

The Commissioner was puzzled by these complaints as the Department had a few months previously assured him that it had ample bilingual capability at the two Sudbury post offices.

When no explanation was forthcoming, the Commissioner informed the Department that he was sending two of his staff to Sudbury to investigate. The Department was asked to nominate representatives of its headquarters and regional organization to accompany them.

The visit took place on 12 December 1973. The Commissioner's representatives were surprised to learn that the Sudbury area manager had not yet had details of the complaints made in October and November about the two post offices under his charge. Evidently, the information had been delayed somewhere in the administrative pipeline.

The post office at Lasalle Boulevard in North Sudbury handles the sorting of all the city's outgoing mail. It also has a small counter, staffed by three wicket clerks and a supervisor. The supervisor was bilingual. Previously, two of the three wicket clerks had been bilingual, but at the time of the visit all three positions were occupied by unilingual English-speakers. The area manager explained that these positions were available on a seniority basis but, in fact, many of those entitled to "bid" for them preferred for various reasons to work in the "plant" rather than at the counter. When the incumbents changed recently, the question of bilingual capability at the wicket had unfortunately been overlooked.

The post office at Elm Street in the centre of Sudbury had a much larger counter staff. The two supervisors and seven of the twelve wicket clerks were bilingual; the other five wicket clerks were unilingual anglophones.

The Commissioner recommended to the Department that:

1) the fourth counter position planned for the Lasalle Boulevard post office in Sudbury should be designated as bilingual. If two of the four positions were staffed by bilingual clerks, this should make sure that service in French and English was available at all times; and

2) customer courtesy courses given by the Post Office anywhere in Canada should invariably include training in the proper way for a unilingual employee to deal with a customer addressing him in the other official language.

The Department, in the meantime, informed the Commissioner that the area manager had told his employees that unilingual English-speaking staff, when addressed in French, should reply courteously: "Un instant s'il vous plaît" and obtain the assistance of a bilingual colleague.

In replying to complainants, the Commissioner asked them to speak to the manager if they were not properly served in French. If he did not provide satisfaction immediately, they should call collect to the Commissioner's Office and lodge a complaint. The Commissioner hoped that this would help to prevent a repetition of the situation where problems were not put right because the man-on-the-spot was not aware that there had been complaints.

File No. 2425—Chelsea, Quebec

A French-speaking person complained of the lack of service in French at the post office in Chelsea, Quebec.

The Department informed the Commissioner that the Chelsea office was a grade 10 revenue post office which meant it had only a single employee, the postmistress. She had been in charge of the Chelsea office since 1955 and this was the first such complaint the Department had received about her. The population served by this post office is approximately ten per cent French-speaking.

When the postmistress was appointed in 1955, the Chelsea office was part of the Ottawa District and the incumbent was hired as a unilingual English-speaker. The Department added, however, that in accordance with the new official languages policy it would give the person in question the opportunity to learn French. It realized that she had some difficulty in expressing herself in French but felt sure that she understood enough of the language to provide the service necessary to the population of Chelsea, which is predominantly English-speaking.

The Commissioner expressed the opinion that the new official languages policy could not be interpreted as allowing government departments and agencies to postpone the obligations incumbent on them under the Official Languages Act. He therefore recommended that the Post Office Department take all the necessary steps, without infringing upon the rights of the present employee, to ensure that the Chelsea office provide service in the two official languages by 31 March 1974 at the very latest.

The Department answered that in order to ensure service in both official languages, it had decided to build a sub-staff post office in Chelsea.

The construction of this office was to have been completed by the beginning of 1975. In addition, the person in charge of the present post office has taken a language test, but the results were not yet known. If she failed, she agreed to attend French courses.

File No. 2488—A More Humane Solution

A correspondent wrote the Commissioner and asked for his help so that she could retain her position in the local Post Office of a small town in Ontario.

The Commissioner replied that he was not empowered under the Official Languages Act to deal with the correspondent's problem. However, he offered to bring the matter unofficially to the attention of the Department provided she gave him permission to reveal her name. The Commissioner also asked the correspondent to clarify some of the points raised in her letter.

The correspondent eventually wrote the Commissioner, stating that she was to be replaced in a week by a bilingual person, regardless of her 23 years of experience. She had failed the language knowledge test and had agreed to go to Ottawa for language training, but no longer wished to go because of her husband's ill health.

The Commissioner, in the course of the investigation of past complaints, had recommended that the post office in question develop a bilingual capability. He was convinced, however, that it was not necessary to cause any employee hardship in order to achieve this. Accordingly, he asked the Department to find a more humane administrative solution to the problem.

The Department announced that it had reached an agreement with the correspondent and that the latter would be taking language training in Ottawa after all.

The Commissioner was pleased to learn of this happier turn of events and closed the file.

File No. 2491—Russell, Ontario

A French-speaking correspondent complained that the post office in Russell, Ontario, did not provide bilingual services. She recalled that in January 1970, when the Department decided to close down the two small post offices in Marionville and St-Onge, a petition was signed asking for a bilingual assistant at Russell. The petitioners were somewhat disappointed with the Department's reply.

In September 1971, a new request was made, this time for a bilingual postmaster to replace the postmistress, whose ill-health, according to the complainant, often prevented her from performing her duties. The Department had answered at the time that the postmistress was due back at her desk shortly and that bilingual telephone service was available. The complainant added, however, that no one was even aware that such a service existed and that in any case such an arrangement was unacceptable to her.

The Department informed the Commissioner that, at the moment, the staff of the Russell post office was not bilingual but that members were able to understand the customers on a limited basis and serve them with such things as stamps. If they were unable to understand the customer's need, they would immediately use the telephone facilities, but this post office had not once used these facilities since they became available.

The Department added that since the post office was located in the National Capital Region the postmistress's position would be designated as a "bilingual position". However, until the actual designation date was reached (31 March 1977), customers requesting service in the French language would be tactfully requested to use the telephone facilities if the present staff could not give them entire satisfaction.

The Commissioner was of the opinion that the telephone line was not a proper solution because equal status also implied equal facilities. The fact that the postmistress's position was to be designated as bilingual at some indeterminate date in the future did not solve the immediate problem of complying with the requirements of the Official Languages Act. The Commissioner therefore recommended that a bilingual capability be established at the Russell post office as soon as possible.

The Department replied that it would continue to rely on order forms and telephone assistance to serve the French-speaking public until such time as the postmistress was nominated for language training.

The Commissioner therefore recommended that the designation date of the postmistress's position be advanced from 31 March 1977 to 31 October 1975.

The Department then pointed out that the incumbent of the position was born in 1912; language training was not a practical solution in her case. The Department said it had no budget to provide "back-up" staff.

The Commissioner took the matter up directly with the Treasury Board. Negotiations are continuing.

File Nos. 2810, 2812, 2827, 2829, 2830, 2831, 2838, 2839, 2840, 2841, 2853, 2865, 2866, 2867, 2877—Sudbury

A number of French-speaking residents of Sudbury telephoned the Commissioner to voice their dissatisfaction with the arrangements made for an "Open House" at the La Salle Boulevard post office in March 1974. They said that the invitations to visit the post office were in English only. Several also complained that the tour of the post office facilities was all in English and they had been unable to understand what was going on.

The Department agreed that invitations had been in English only, owing to an oversight. On the other hand, it maintained that two out of the four hostesses and six out of the ten guides for the "Open House" were bilingual. The literature provided for the public was in English and French, but a film was shown in English only as no French version of it was available.

The Commissioner said he was disappointed that the Post Office had not of its own accord tried to make amends. He therefore recommended that another "Open House" be held in Sudbury as soon as practicable (and in any event before the end of the summer). All publicity and invitations announcing it should be produced and distributed in both official languages. Films and other audio-visual materials should be provided in both English and French, in a manner that reflects the equal status of the two official languages.

The Department decided to arrange a display of modern mail-handling equipment rather than to simply repeat the "Open House". Unfortunately, the arrival of machinery was delayed but it was hoped that the display would take place in March 1975.

File No. 2821—Postal Code Directories

A French-speaker complained that the Department's postal code directories did not use the words "rue" and "promenade" as often as the words "street", "drive" and "crescent".

The Department explained that the street names, types and directions used in the directories were the official ones supplied by the various municipalities; they were printed in the language officially given by the communities. The streets, avenues and crescents, etc., in directories for the province of Quebec were all in French.

The Commissioner told the Department that, although its explanation seemed reasonable and practical, he was afraid it would not be supported by a strict interpretation of the Official Languages Act; the municipalities were not covered by the Act but the Department was, and the client had complained against the Department. Its reply had

raised an important question, namely whether federal institutions could simply pass along a service in the form received from some other agency not covered by the Official Languages Act. The Commissioner was of the opinion that they might not, if by doing so they gave rise to a breach of the Act. He therefore recommended that in reprinting its postal code directories the Department ensure that all information given in these publications was in both English and French.

At the Department's request, two officers of the Complaints Service met with two of its representatives to discuss the question of bilingualism of postal code directories. After studying the report of the meeting, the Commissioner informed the Department that, among the suggested solutions, the best was the one which called for street names to be printed as follows:

In Quebec

ST MICHEL (rue/st)

Elsewhere in Canada

CYRVILLE (rd/ch)

DIEPPE (st/rue) VANIER

At the Department's request, two of its representatives met with members of the Complaints Service and discussed possible problems in adopting this solution. The Department reiterated a view it had earlier expressed that this method would involve considerable time and money. It also felt that certain street names should not be translated but printed as submitted by the municipalities.

The propriety of two-letter French abbreviations in the current Quebec directories was questioned.

It developed that the problem in making the directories bilingual was three-fold, namely, how to meet the requirements of the Official Languages Act; how to prepare bilingual entries in a form the computer could handle; and how to do both in a manner that was aesthetically pleasing.

It was agreed that the Post Office would examine the rationale behind setting up the system in the present way. It would then explore the possibility of having the Translation Bureau form a Terminology Committee to advise it on the best way to go about producing a bilingual directory. The Post Office would also undertake to find out whether and how similar directories were published abroad, say in Belgium and Switzerland.

The Post Office would keep the Commissioner informed of developments.

The Department subsequently informed the Commissioner that it had received and was following in principle a draft copy of the Federal Identity Program Manual, prepared by the Treasury Board Advisory Committee on the Federal Identity Program, three paragraphs of which applied to its postal code directories.

File No. 3007—Toronto

A French-speaker went to the post office at 50 Charles Street, Toronto, and asked for a passport application form in French. He was told that only English forms were available, although apparently at one time the office had received some French forms.

The Department replied that both French and English passport application forms were available at post offices in Toronto. The French forms might not be on display, but they could be obtained on request. The area manager had contacted every postal manager in the Toronto District and instructed them to inform their employees of the incident and explain that the forms should be made readily available.

The Commissioner recommended that both versions of the passport application forms should be given equal exposure whenever the forms were available to the public.

Shortly afterwards, the complainant happened to require another passport application form and went to the post office in Charles Street to obtain one. The clerk who served him said that they didn't have application forms in French at the post office.

The Commissioner therefore took up the matter again with the Department. The Department explained that the manager of the Charles Street post office had repeated his instructions to the staff and trusted that the incident would not be repeated.

The Department also told the Commissioner that it concurred with his recommendation and had issued a circular to Regional General Managers and District Directors across Canada saying that postmasters were to be reminded that they should keep a sufficient stock on hand at all times of both the French and English versions of all forms intended for the public. The circular laid down that where such forms were on display, the French and English versions must receive equal exposure.

The complainant subsequently wrote to the Commissioner to say that he had returned to the Charles Street post office and found both English and French passport application forms on display.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1605	St-Isidore	Post office listed in English only, in local telephone directory.	Special Study
1717	Ottawa	Unable to obtain service in French at sub-office at Billings Bridge.	Rectified
1737	Ottawa	A resident of Black Capes objected to receiving communication addressed to "Caps Noirs".	Rectified
1739	Toronto	Couldn't obtain tax form in French from the post office; Union Station.	Special Study
1777	Winnipeg	French crossed out and English substituted on bilingual form completed in French.	Rectified
1780	Bonnyville, Edmonton (Alberta)	French signs difficult to read.	Explanation offered
1782	North Bay	Letter in English sent to French-speaker.	Explanation offered
1837, 2287	Fredericton, Ottawa	Unilingual English date stamps.	Explanation offered
1863	Pierrefonds, (Quebec)	Services not available in French in a sub-post office; signs in English only.	Rectified
1905	Sudbury	Lack of service in French: Elgin and Lisgar Streets.	Explanation offered
1907	Sudbury (Ontario)	French version of income tax forms not available at local offices.	Rectified
1914	Montreal	Instructions on photocopies at Place d'Armes in English only.	Explanation offered
1950	Verdun (Quebec)	Service not available in French at post office in store.	Special Study
1964	Plamondon (Alberta)	Competition poster for postmaster, states position requires knowledge of English only.	Rectified
1979	Val d'Or (Quebec)	Letter addressed in French to Canadian Forces Station returned.	Explanation offered
2010, 2321	Ottawa	Unable to obtain service in French at post office at Sparks and Elgin Streets.	Rectified
2012	Ottawa	Error in French on a Special Delivery form.	Rectified
2025	Montreal	Employee had not received results of French test taken two years previously.	Assistance rendered
2027	St-Victor (Saskatchewan)	Unsolicited newspaper returned with rude comment.	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2040	Bathurst (N.B.)	Invitation to tender for carrying mail appeared in French only in English-language newspaper.	Explanation offered
2072	Moncton	Precedence given to French in bilingual imprint.	Not justified
2073	Tatamagouche, Englishtown, Louisbourg (N.S.)	Signs in French only.	Rectified
2090	Regina	Unilingual French stamp.	Not justified
2100	Toronto	Mail correctly addressed in French was re-addressed.	Rectified
2111	North Bay	Notices in English only.	Rectified
2126	Ottawa	Poor service at philatelic counter, whatever language used.	Referral
2141	Penticton (B.C.)	Card addressed correctly in French returned to sender.	Explanation offered
2176	Cornwall	Unilingual English stamps.	Explanation offered
2211	Ottawa	"Push" and "Pull" signs on doors in English only.	Rectified
2234	Ottawa	J and G in postal codes causes confusion as they are pronounced opposite ways in English and French.	Referral
2246	Ottawa	Unilingual signs "OHMS" on vehicles.	Rectified
2266	St. John's (Newfoundland)	Service not available in French.	Explanation offered
2282	Ottawa	Unilingual English inscription on a building letter chute.	Explanation offered
2294	Moncton	Precedence given to French on mail-box markings.	Not justified
2297	Vancouver	Unable to obtain service in French at main post office.	Explanation offered
2322	Vancouver	Letter in French answered in English.	Explanation offered
2338	Ottawa	French-speaker received refund notice in English.	Withdrawn
2345	Ottawa	Notice of office hours in English at sub-post office.	Rectified
2350	Ottawa	Unilingual English receipt given for registered letter.	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2389	Ottawa	Reply envelope sent with bilingual questionnaires was addressed in English.	Withdrawn
2396	Ottawa	Letters dispatched to "Terre Neuve" returned to sender.	Rectified
2428	Ottawa	English version of brochure sent to French-Canadian association.	Explanation offered
2461	Ottawa	Drawing on the French side of a bilingual pamphlet contained a sign in English.	Explanation offered
2480	St-Boniface (Manitoba)	Post Office announcements not placed in local French newspaper.	Explanation offered
2498	Moncton	Questionnaire in English sent to French-language cultural association.	Rectified
2506 2761	Ottawa	Service in French not available in sub-post office in Place Bell Canada.	Rectified
2525	Kazabazua (Quebec)	Mailman left a note in English in a French-speaker's mail box.	Rectified
2536	New Liskeard (Ontario)	Labels for perishable goods only available in English.	Rectified
2540	Ottawa	Service not available in French at Sparks and Elgin Streets post office.	Rectified
2545	Montreal	Circular in English sent to French-speaker.	Explanation offered
2556	Vancouver	Mail addressed in French was not delivered.	Rectified
2562	Ottawa	A member of a selection committee was not able to understand French.	Referral
2610	Montreal	Service in English not available at post offices on St. Hubert and Everett Streets	Explanation offered
2611	Regina	A letter addressed in French was returned	Rectified
2624	Quebec	Stamp machines bear words "STAMPS" and "COIN RETURN" in English only.	Rectified
2647	Sudbury	French-speaker was asked to speak English.	Rectified
2719	Edmonton	Mail addressed in French is either returned or delivered late.	Explanation offered
2738	Moncton	English form letter sent to French-speaker.	Rectified
2739	Kearns, Virginia-town	Signs in English only.	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2743	Vancouver	Special delivery letter delayed because it was addressed in French.	Not justified
2775	Ottawa	Unilingual English parking permits.	Rectified
2786	Sudbury	Poor quality of French in a letter.	Rectified
2805	Ottawa	Discourteous reply to English-speaking client at Besserer Street post office.	Referral
2828	Sudbury	Had to wait for service in French at the Elm Street post office.	Withdrawn
2832	Ottawa	Discourteous reply to French-speaking client at Besserer Street post office.	Withdrawn
2847	Summerland (B.C.)	Post office sign in English only.	Rectified
2874	Ottawa	Notice of office hours in English only.	Rectified
2880	Niagara Falls	No service in French at main post office.	Explanation offered
2888	Blind River (Ontario)	No service in French.	Explanation offered
2897	Hopewell Cape (N.B.)	Post office sign in English only.	Explanation offered
2903	Ville St-Laurent (Quebec)	Unilingual English sign in window "Post office".	Rectified
2946	Ottawa	An advertisement appeared in <i>Le Devoir</i> for a position which required only a knowledge of English.	Explanation offered
2984	Ottawa	Letter in French sent in answer to application in English.	Withdrawn
3000	Sudbury	English form sent to French-speaker.	Rectified
3009	Ottawa	Questionnaire in English concerning lost mail sent to French-speaker.	Rectified
3046	Quebec	Faults in design of a bilingual receipt form.	Rectified
3053	Mattawa (Ontario)	Sign in English only.	Rectified
3068	Edmonton	Delay in receiving letters addressed in French.	Rectified
3072	Sudbury	Poor quality of French text of a circular.	Rectified
3088	Ottawa	Passport application forms for adults not available in French at post office at Sparks and Elgin Streets.	Rectified
3131	North Bay	Letter in English to French-speaker.	Rectified
3164	Bonfield (Ontario)	Sign in English only.	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
3172	Halifax	A letter addressed in French is returned to sender.	Explanation offered
3258	Ottawa	A call placed by a French-speaker is answered in English only.	Rectified

PUBLIC SERVICE COMMISSION—"A Man and (this year at least) a Woman"

EVALUATION

This Office's relationship with the PSC's Chairman and his colleagues continues to rest on an implicit trust which, thank goodness, does not exclude occasional hair-pulling shouting matches good for the soul of each protagonist and—who knows?—maybe even for the cause of bilingualism. The Commissioner has again benefited greatly from the Chairman's profound, if not contagious, savoir-faire, which helped him more than triflingly to restrain his zeal for results the day before yesterday.

The Commission dealt promptly with 79 complaints touching on language of service and of work, four of which led to recommendations. The PSC implemented these briskly.

In August 1974, we completed a comprehensive study of the Commission (summary below) as a central body able to initiate measures and programmes to promote the implementation of the Official Languages Act within the Public Service. The PSC reacted favourably to the 18 recommendations we made. In a letter of November 1974, the Chairman, while recognizing the constraints imposed by time and limited resources, agreed to do everything possible to carry out these recommendations. Our Office, without vindictiveness or false ambitions, must follow up these recommendations and give fraternally unpretentious assessment of the PSC's rating in the next annual report.

The complaints referred to such matters as documents or letters being sent out in the wrong language, errors of translation in notices and circulars, the inability of certain receptionists to handle incoming calls in French.

Better information on the requirements of the Official Languages Act and on the administrative procedures devised to meet them seemed, as time went on, to be producing a lower incidence of complaints and inquiries. However, the limited access to language training, whether on the grounds that it was unnecessary for an individual's present position

or because he had little aptitude for learning languages, was often very hard to take. In a number of borderline cases, the Commissioner was able to make representations on the individual's behalf that elicited a quick and satisfactory response. Even the PSC can be merciful from time to time and dip into its treasury of merits to grant a few indulgences.

SPECIAL STUDY

This study of the Public Service Commission was in part a response to a complaint lodged on 18 October 1972 by the Editor-in-Chief of *Le Devoir*. The study team conducted information-gathering interviews between November 1973 and February 1974 and concentrated upon the PSC as a central body capable of initiating measures and programmes to foster the implementation of the Act by some 60 federal institutions within its purview.

The team examined the following major areas of activity: staffing, the provision of staff development courses and language training, the determination with departments of the levels of language knowledge required for positions and the development of procedures for assessing the language knowledge of individuals.

The PSC's responsibilities under the Official Languages Act must be viewed, not only in terms of the major requirements of the Act, which are applicable to all federal institutions, but also in terms of its own special role with regard to "the appointment and advancement in employment of personnel" as defined in Section 39(4) of the Act.

Section 20 of the Public Service Employment Act is also of special relevance in that it states:

Employees appointed to serve in any department or other portion of the Public Service, or part thereof, shall be qualified in the knowledge and use of the English or French language or both, to the extent that the Commission deems necessary in order that the functions of such department, portion or part can be performed adequately and effective service can be provided to the public.

Finally, the second part of a Resolution adopted by Parliament in June, 1973 confers a special mandate upon the PSC and Treasury Board to work towards a "full participation in the Public Service by members of the anglophone and the francophone communities" through "further recruitment efforts" and "training programmes offered in the French language".

Since the PSC's main instruments for implementing the Official Languages Act are its staffing and training functions, it is on these activities that the study concentrated.

With regard to its staffing role, the PSC gathers and on occasion publicizes statistics about the recruiting process, advertises positions, and attempts to attract qualified candidates from both language groups. It also chairs interviews of candidates, draws up eligibility lists, and makes offers to successful candidates when these duties have not been delegated to a department. In addition, the PSC assesses the language knowledge of candidates and public servants and, together with departments, determines the level of language proficiency required for bilingual positions. However, it no longer actively participates in the determination of language requirements for positions, this now being carried out by the Treasury Board Secretariat and departments.

An examination of the PSC's staffing activities revealed a need for improving or modifying certain existing procedures to make them conform more closely to the Official Languages Act. It was found that more complete data on the relative positions of the two language groups in the service would enable the PSC to better direct recruitment efforts in respect to one or both of the two official language groups. Furthermore, the Commission should re-examine its means of recruiting in fields where there is a chronic shortage of candidates with appropriate language skills. The Commission should also improve its country-wide candidate inventory system to circulate information about candidates more effectively.

The PSC required that a majority of members of a selection board be able to communicate with candidates in their preferred official language. However, to respect the rights of candidates, all members of a board should be able to communicate fully with each candidate in the official language of his choice.

Another shortcoming in the Commission's recruiting and staffing activities was the lack of information about equality of opportunities for career advancement for both language groups. With minor exceptions, no studies had been carried out and consequently corrective measures could not be taken where required.

The study team also examined the process of "identifying" positions, i.e. determining whether a position requires unilingual or bilingual incumbents. Section 20 of the Public Service Employment Act and Section 39(4) of the Official Languages Act clearly place ultimate responsibility for such activities on the PSC. The team found no evidence that the PSC was engaged in or monitoring this process. To all intents and purposes, it seems to have abdicated its responsibility in this respect.

With regard to its staff development and training function, the PSC publishes a calendar of courses for each fiscal year giving the languages in which the courses are offered as well as times and places.

Although efforts were being made to remedy the situation, a considerable number of these courses were not available in French at the time of the study. Moreover, courses offered in the context of the Career Assignment Programme should be available in French as well as in English, for it is this programme which is likely to determine, at least in part, the make-up of the future executive class in the public service. In addition, the PSC has no means of gearing the frequency and accessibility of courses in either or both official languages to a planned estimate of demand. Hence, it is unlikely that it would be able to ensure that courses are provided on an equal basis to both language groups.

The Commission's responsibility for language training in the public service cannot meaningfully be studied in isolation; rather, it must be viewed as a part of a larger system developed to produce and use bilingual personnel. Although the PSC was engaged, in cooperation with Treasury Board and the departments concerned, in fixing the levels of language proficiency for bilingual positions, no comprehensive studies had been made to ascertain to what extent such requirements reflected the day-to-day demands made upon incumbents, nor for that matter had any standards been set for unilingual positions. Moreover, the PSC did not know whether the linguistic criteria used in the creation of language profiles for bilingual positions were the same as those employed in the creation of the Language Knowledge Examination.

With regard to language training as such, a broad general knowledge of the second language (the most common result of public service language training) is unlikely to enable a public servant to carry out his job effectively in positions requiring specialized vocabulary. Further, it is doubtful whether the passive knowledge of a second language, which seems to be another frequent result of this same training, is sufficient for personnel who come into contact with the public or who have supervisory responsibilities.

Finally, the information gathered indicated that on the whole the PSC had not yet formulated a concrete plan of action for the implementation of the Official Languages Act. In fact, many of the problems encountered might have been avoided if several years ago a group had been established within the PSC to plan, coordinate, and centralize all matters related to language policy. Such a group should have been responsible for: (a) evaluating the PSC's progress in contributing to the language goals of the public service, (b) ensuring that all necessary data were gathered and appropriately analysed, (c) making policy recommendations to the Commission and relevant branches, and (d) rationalizing and integrating the various criteria and assumptions underlying the identification of positions, the determination of levels of language proficiency, language proficiency tests, and learning progress tests.

In the light of these findings, the Commissioner recommended that:

PLANNING

(1) the Public Service Commission establish a plan for the implementation of official languages legislation and policy; such a plan to provide for, *inter alia*, the gathering of information and the effective discharge of its supervisory and monitoring function to enable it to assume fully the responsibilities placed on it by Section 20 of the Public Service Employment Act and Section 39(4) of the Official Languages Act; the PSC incorporate into this plan, whenever appropriate, the findings, suggestions and recommendations of the report, the task of coordinating and monitoring the implementation of such a plan to be given to a single organizational component within the Public Service Commission;

STAFFING

(2) so as to make available to those involved in the staffing of the public service comparative information that will assist in the creation of a public service which can meet the requirements of the Official Languages Act,

(a) the PSC introduce a continuing study of the staffing process by 31 January 1975 to monitor the preferred language of: all applicants, all those rejecting offers, and all those accepting appointments, according to the classification of the position, and the institution to which appointments are made;

(b) the PSC investigate the alleged reluctance of Francophones to move to Ottawa and take all possible means, including the dissemination of information through film and other media, to ameliorate the situation, as necessary;

(c) the PSC inform the Commissioner of Official Languages upon completion of the studies and that the data from such studies be made available to the Commissioner of Official Languages on request;

(3) since the PSC is finding difficulty in recruiting post-secondary graduates with appropriate language skills in fields where demand chronically exceeds supply, the PSC in cooperation with departments, use all appropriate means to maximize its chances of recruitment in these fields and more particularly make offers to graduating students as early as possible in the academic year, and explore the possibility of establishing scholarships and/or bursaries for potential public servants;

(4) to enable regional offices and central staffing programmes to exchange information on potential candidates in cases where local searches have failed to produce a suitable language mix of candidates, a central candidate inventory system be established by 30 April 1975, which will enable a regional office to draw not only on information from headquarters but on information from other regional offices;

(5) so that candidates from both language groups may have an equal opportunity to speak and be heard in their own language during an interview,

(a) all members of an interview board, whether from inside or outside the public service, be able to communicate fully with the candidate in the language of his choice;

(b) in no circumstances a member of an interview board request a candidate to agree to an interview in an official language other than that selected by the candidate prior to the interview. It is further recommended that, to ensure compliance with the above recommendations, a regular audit of this aspect of interview board proceedings be introduced by 30 September 1975;

(c) the appropriate directives be issued by 31 December 1974;

(6) since it would be difficult to reconcile unequal career opportunities within the public service for the two language groups with a respect for the equality of status of the two official languages,

(a) the PSC carry out a study by 31 December 1975, to determine whether equal career opportunities exist for the two language groups in their own language, and the reasons for any inequalities, and that appropriate recommendations be made to the Treasury Board, departments, and agencies;

(b) the PSC inform the Commissioner of Official Languages upon completion of the study and that a copy of the study be sent on request to the Commissioner of Official Languages so that he may assess the relative career opportunities open to English and French speakers within the public service;

STAFF DEVELOPMENT AND TRAINING

(7) to enable the Bureau of Staff Development and Training (BSDT) to obtain a more accurate picture of the language preferences of public servants intending to take BSDT courses in a particular fiscal year and to make use of this information in planning the frequency of its courses, public servants be given a formal opportunity to indicate their language preference for such courses as early as possible in the preceding fiscal year, as of the training year 75/76;

(8) so that both language groups may have an equal opportunity to take BSDT courses in the language of their choice,

(a) all BSDT courses be available in both languages by 30 April 1975;

(b) all BSDT courses be equally accessible (in terms of frequency and place) pro demand, in both languages by 30 April 1976;

(9) so that French-speaking employees may become aware of the increasing number of courses available in French, a special campaign be launched, not later than 31 December 1974, to publicize the existence of such courses;

(10) to guarantee equal accessibility to BSDT courses in French and in English, where a course offered in both of the official languages becomes uneconomical in one because of the BSDT principle of cost recovery, then alternate means be found to provide for such a course, such a policy to be introduced immediately;

(11) so that both language groups may have an equal opportunity to participate in Career Assignment Program (CAP) courses in the language of their choice,

- (a) CAP courses be offered in French as from 1975;
- (b) CAP courses be equally accessible (in terms of frequency and place) pro demand, in English and French as from 1976;
- (12) so that there may be a common understanding throughout the public service of what constitutes a bilingual BSDT course, the BSDT provide guidelines for a practical definition of such a course based on the following criteria: the language requirements for students, the number of seminars and lectures to be given in each language/both languages, the number of participants from each language group, the number of texts, documents and audio-visual materials in each language, and the provision of simultaneous interpretation. Such guidelines should be issued by 28 February 1975;

LANGUAGE LEARNING

- (13) since a general knowledge of the second language is unlikely to enable a public servant to fulfill his tasks in situations requiring job-specific language, specialized language training be introduced for those employees who are seen by the PSC as requiring such training; the requirements for such training to be determined by the PSC by 30 April 1975;
- (14) since the expressed aims of the Language Bureau and the nature of the present test used to determine the language proficiency of an individual strongly suggest that passive rather than active bilingual competence is being emphasized, and since many posts inevitably require active ability, language training and associated tests, and the Language Knowledge Examination place a much greater emphasis on the acquisition of active language skills for posts where these are required;

LANGUAGE PROFICIENCY REQUIREMENTS

- (15) so as to ensure that the tests used by the Language Bureau to assess student progress measure the same underlying dimensions of linguistic performance as the tests used by the Coordinator of Official Languages Programme to determine actual proficiency,
 - (a) a study be carried out to determine whether the proficiency tests of the Language Bureau are directly related to the Language Knowledge Examination;
 - (b) if such a study reveals that the tests are not related, the necessary action to make them so be taken by 31 July 1976;
- (16) so that equal consideration may be given to the assessment of the language-learning capacity of candidates from both language groups, the diagnostic tests used for the testing of both language groups be made equivalent;
- (17) so as to provide for the evaluation of the language competence of an applicant for a French-essential or English-essential post, for which the language requirement is not the first language of the applicant;

- (a) the PSC establish language requirements, based on the actual demands of the positions, for unilingual positions;
- (b) the PSC introduce a process (using uniform criteria, standards and methods) for assessing the language knowledge of applicants where the language required for the post is not the first language of the applicant;
- (c) the PSC keep the Commissioner of Official Languages informed of the process being made in the implementation of *a* and *b*;
- (18) since little is known about the effectiveness of bilingual positions in meeting the requirements of the Official Languages Act,
- (a) a study be made to determine whether the language profiles of bilingual positions accurately reflect the actual language requirements of positions and that appropriate corrective action be taken where necessary by 30 April 1976, for all bilingual positions already identified. Such a process to be continuous;
- (b) a study be made to determine whether the linguistic criteria used in the drawing of language profiles are the same as those employed in the creation of the Language Knowledge Examination, and that appropriate corrective action be taken by 30 April 1976, if the criteria differ.

COMPLAINTS

File No. 1882—Appeals Branch

A union representing employees in the Public Service complained to the Commissioner that, because decisions of the Public Service Commission's Appeals Branch were in one language only, the union was obliged to translate them itself and, as a result, had difficulty in meeting the time-limit for appeal to the Federal Court. The union also used decisions of the Appeals Branch to guide its officers in handling similar cases.

The Public Service Commission explained that appeals were heard in the language of the appellant's choice and the decision was rendered in the same language.

The matter turned upon the interpretation of Section 5(1) of the Official Languages Act, which reads as follows:

"All final decisions, orders and judgments, including any reasons given therefor, issued by any judicial or quasi-judicial body established by or pursuant to an Act of the Parliament of Canada shall be issued in both official languages where the decision, order or judgment determines a question of law of general public interest or importance or where the proceedings leading to its issue were conducted in whole or in part in both official languages."

The Commissioner obtained a legal opinion on the applicability of this section to decisions of the Appeals Branch. He was advised that, although decided cases established no simple definition of a "quasi-judicial body", the Appeals Branch might be held to be one. How-

ever, the fact that the section specifies “decision, order or judgment (which) determines a question of law of general public interest or importance” cannot reasonably be interpreted to mean that *all* decisions of the Appeals Branch must necessarily be issued in both official languages. He was further advised that although the union can be considered a part of the Appeals Branch’s “public” under Section 9 (1), the existence of Section 5(1) indicated that it was not Parliament’s intention that Section 9(1) should apply to the Appeals Branch’s decision and reasons therefor.

Under Section 31(1) and 2(b), the Commissioner has wide powers of recommendation where there appears to be a violation of the spirit and intent of the Act. He therefore recommended that the Appeals Branch adopt a generous and helpful interpretation of the words “a question of law of general public interest or importance” and accede to all reasonable requests for decisions and reasons in both official languages, whether an appeal to the Federal Court is contemplated or not. He also recommended that the Public Service Commission’s Appeals Branch consent to or support an application for enlargement of the time of the appeal to the Federal Court in the case which had prompted the union to make its complaints.

The Public Service Commission informed the union that it was prepared to accept the Commissioner’s recommendations in principle and would accede to reasonable requests for decisions to be issued in both official languages. It also said it would decide whether or not to oppose an application for enlargement of the time of appeal to the Federal Court on the merits of the case. If such an application was made because of delay in issuing a decision in the second official language, the issue would be decided on the basis of the circumstances that contributed to the delay.

File No. 1940—PLAN

An English-speaking engineer complained that an advertisement for a mechanical engineer which appeared in the Corporation of Engineers of Quebec’s bilingual publication *PLAN* appeared in French only although the position was open to both unilingual and bilingual candidates.

The Public Service Commission told the Commissioner that it had had difficulty in staffing this position. The advertisement was placed in *PLAN* at very short notice and the Commission had not been aware that the publication was bilingual as it had never used it before. The position had previously been advertised in the news media in both official languages.

As the position had not been filled, the Commissioner recommended that a bilingual advertisement should be inserted in the next available issue of *PLAN*.

A bilingual advertisement was inserted in the August 1973 issue of *PLAN*.

File No. 1975—Toronto

Two people who had to deal with the Commission's regional office in Toronto observed that the receptionist, a unilingual English-speaker, was unable to provide service in French.

The Commission replied that at least five of its employees in that office were bilingual and that normally the receptionist could ask one of them for assistance when a client spoke to her in French.

Since the receptionist was called upon to receive visitors and put through all telephone calls, the Commissioner was of the opinion that her position should definitely be classified as bilingual. In making this recommendation, he noted that there are 45,570 French-speakers residing in Toronto.

After some hesitation, the Public Service Commission took the necessary measures to ensure bilingual service at the reception desk in this office.

File No. 2527—Away on Language Training

A group of French teachers employed by the federal government complained about the appointment of a unilingual English-speaker as administrator of their unit.

The Commission replied that the appointment in question had originally been a temporary one and had been made to meet urgent needs resulting from the fact that the unit in question was moving to a new building. The position was now considered permanent and was soon to be identified as bilingual.

As for the administrator, he had already taken French courses and was to receive intensive training in the language in the near future. Moreover, his immediate supervisor was bilingual and perfectly qualified to run the unit in French. A bilingual officer was to administer the unit on a temporary basis while the administrator was away on language training.

File No. 2678—Staff Development Branch

A French-speaker wrote to the Commissioner with a series of complaints concerning the Public Service Commission's Staff Development Branch.

He complained that the Branch's telephone directory contained several translation errors, that the development courses were not all offered in both official languages, that some of the courses were merely translations of courses prepared in English and that certain courses that were to be given in French were cancelled arbitrarily.

The Commission informed the Commissioner that the telephone directory in question was not an official one. It had been put out to meet an immediate need and the errors mentioned by the complainant were administrative errors made by a well-meaning support employee who had prepared the directory on his own initiative. However, the Branch assured the Commissioner that from now on, it would pay particular attention to any documents for use by the staff.

Concerning the offering of courses in French, the Branch said that great progress had been made in this regard. During the 1973-74 fiscal year, thirty-four of the sixty-five courses dealing with staff training and management were offered in French. Twenty-three courses in French were to be added to the list during 1974-75, and it was expected that by the end of 1975-76 all courses would be offered in both official languages.

The Branch said that its policy was to prepare all new courses in both official languages, but admitted that this could not be done with certain courses because of special circumstances.

Regarding the cancellation of courses, the Branch said that a course could be cancelled for various reasons—such as insufficient enrolment. In the past courses in both French and English had been cancelled for such reasons. Before cancelling a course, however, those responsible for the decision carefully studied all the factors involved. These included the relationship between the teaching method and the learning situation (limited participation can reduce the quality of certain courses), the cost/benefit ratio, the taking into account of the time already devoted to planning, development and administration, and the self-financing policy the Branch is required to follow. A minimum of twenty-five participants is generally required to cover the operating costs. The decision to cancel a course is never taken lightly and is never based on only one consideration but on a variety of factors.

The Commissioner made recommendations regarding the offering of courses in both official languages following a special study (see above).

File No. 2929—Job Description in English Only

A French-speaking candidate for Competition No. 74-412-PEN-5137, Regional Librarian, Canadian Penitentiary Service, stated that when he went to Place Canada in Montreal on 13 March 1974 for an

interview, he was given only a few minutes to read a five-page document describing the position in English only. He also stated that a member of the Board told him that the document was prepared solely in English.

The Public Service Commission informed the Commissioner that no poster was issued for this competition. The complainant had been identified by a Data Stream search and been asked whether he would like to be interviewed for the position. A summary description of the job in French had been attached to the Commission's letter to him.

As the complainant arrived a bit early for his interview, he had been given a detailed job description written in English. Candidates were normally provided only with job summaries but since the complainant had indicated on his Data Stream questionnaire that he had an "excellent" facility in reading English, he was given the detailed description in the belief that it might help him while he waited for the interview. This interview was conducted entirely in French.

The Commissioner told the Commission that he was of the opinion that, in this instance, its well-meaning gesture of making the detailed English job description available to the French-speaking candidate resulted in an unintentional contravention of the Official Languages Act. He added that the practice of making available to candidates internal documents written in only one of the official languages discriminated against unilingual French-speaking candidates who were denied access to complementary information that would be useful to them during the interviews. He therefore recommended that the Public Service Commission ensure that, in future, all written complementary information be offered to candidates of the two linguistic groups only when it is available in both English and French.

The Commission agreed with the Commissioner and assured him that its policy was that all information made available to the public was provided in both official languages. The case in question was obviously an oversight and the Commission recognized the importance of ensuring that such incidents were not repeated. To that end, it had instructed its regional offices and the appropriate headquarters personnel to take special precaution to prevent a recurrence of such a situation.

File No. 2991—A Private School

A young English-speaking clerk maintained that he had been unfairly treated by the Language Bureau. He asked the Commissioner to help him.

He explained that he had entered a competition for a bilingual position and had been successful. Having expressed willingness to learn

French, he was sent on language training. In 12 weeks, he was subjected to three different teaching methods and had had between 20 and 25 teachers. The Language Bureau then withdrew him from training. He asked for his case to be examined by the Language Review Committee. The Committee upheld the decision that he should be withdrawn. He believed that he had been "bounced around" and claimed that when the Resolution was adopted by Parliament in June 1973, the intention was that unilingual public servants should be given a fair chance to learn the other official language.

The Commissioner explained that he had no jurisdiction in these matters. However, he agreed to put the complainant's case to the Public Service Commission on an unofficial basis.

The Commission replied that the clerk had little aptitude for learning languages but, as the linguistic requirements for his position were not very high, he was given the opportunity to take language training. Various methods were tried in an attempt to find one which suited his particular needs, but it was finally decided to withdraw him from training.

The Commissioner regretted that there had not been better communication between the Language Bureau and the student. It was a pity that a generous gesture in admitting a borderline student should have led to such a misunderstanding.

The Commissioner later learned that the Treasury Board had given the Department permission to send the complainant to a private school for intensive language training.

File No. 3149—Unilingual Forms

A French-speaking person alleged that the Staff Development Branch of the Public Service Commission showed contempt for the French language and French-speakers. He sent the Commissioner a copy of a form printed in English only.

The Commission replied that the form in question had been used temporarily and only for internal purposes in one section, while a bilingual form was being printed. It added that other sections had used the document inadvertently. A new bilingual version was now available. Accordingly, the unilingual forms had been destroyed.

The Commissioner recommended that the PSC refrain from adopting temporary measures of that nature. He recommended that all such forms be published in a bilingual format from now on.

The Commission accepted the recommendation and assured the Commissioner that the required measures had been taken to give it effect.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1829	Ottawa	Poor quality of French in questionnaire.	Rectified
1843	Ottawa	Courses provided by Berlitz oriented towards France.	Explanation offered
1902	Ottawa	Letter in French answered in English.	Rectified
1910	Ottawa	Public servant's language training is discontinued.	Referral
1931	Ottawa	Candidate unsuccessful in obtaining position as French teacher.	Referral
1938	Ottawa	Poor quality of French in letter.	Rectified
1969	Ottawa	Public servant objected to his native province being called Colombie Canadienne by language monitor.	Referral
2002	Ottawa	Linguistic specialist alleges discrimination because French not her mother tongue.	Referral
2017, 2800	Ottawa	Social Economic Program receptionist unable to speak French.	Rectified
2019	Toronto	No credit given to candidate for knowledge of both official languages.	Withdrawn
2051	Montreal	7% bonus for bilingualism.	Explanation
2067	Edmonton	Information sought on opportunities in Public Service for graduates of bilingual schools.	Assistance rendered
2068	Montreal	Information sought on opportunities for French-speaking statisticians in the Public Service.	Assistance rendered
2078	Winnipeg	Language Bureau school lacks students.	Explanation offered
2091	Ottawa	Candidate for position of language teacher asked to make application in both official languages.	Rectified
2129	Ottawa	Poor quality of French used in presentation to staff of French language Unit.	Assistance rendered
2162	Ottawa	Courses on classification offered only in English.	Explanation offered
2193	Montreal	English-speaking public servant unable to get transfer to join husband in Montreal.	Referral
2216	Ottawa	Public servant withdrawn from language training.	Assistance rendered
2219	Ottawa	Application in French acknowledged in English.	Rectified
2343	Ottawa	Poor quality of English on bilingual form.	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2354	Ottawa	Unilingual sign.	Rectified
2398	Ottawa	Public servant required to submit to testing before continuing language training.	Explanation offered
2446	Montreal	French-speaking candidate obliged to use English at interview.	Rectified
2479	Ottawa	Letter in French answered in English.	Rectified
2515	Ottawa	Public servant who volunteered for language training had to forfeit acting pay.	Referral
2518	Ottawa	Few professional development courses available in French.	Explanation offered
2560	Ottawa	A unilingual English-speaking division chief and receptionist in a predominantly French-speaking unit.	Explanation offered
2571	Ottawa	Public servant withdrawn from language training.	Explanation offered
2599	Ottawa	Language test results not received.	Assistance rendered
2665	Ottawa	Receptionist at Bureau of Staff Development and Training unable to answer in French.	Rectified
2677	Ottawa	Candidate experiences difficulty in obtaining position as language teacher.	Referral
2679	Ottawa	Alliance Française courses for parliamentary wives are oriented towards France.	Explanation offered
2693	Ottawa	Poor quality of French in letter and unilingual English stamp.	Explanation offered
2706	Toronto	Successful candidates declined promotions because language training was available only in Ottawa.	Explanation offered
2718	Ottawa	Language Knowledge Examination alleged to be biased in favour of English-speakers.	Explanation offered
2722	Halifax	Letter in French answered in English.	Rectified
2733, 2914	Ottawa	Unilingual stamp.	Rectified
2756	Ottawa	Organization chart provided in English only.	Explanation offered
2861	Ottawa	Memorandum in English sent to French-speaking employee.	Rectified
2871	Ottawa	Poor quality of French in "Selected Decisions of Appeal Board".	Explanation offered

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2889	Vancouver	Inability to administer test of English knowledge to French-speaker.	Not justified
2905	Ottawa	Candidate wished to be interviewed in English and French but was interviewed in English only.	Not justified
2930	Ottawa	Language teaching dull and Language Knowledge Examination irrelevant.	Explanation offered
2935, 2954	Ottawa	Administrative documents provided in English only. A bilingual memorandum contained many errors in French.	Rectified
2945	Montreal	A bilingual public servant asked why his language knowledge must be evaluated again.	Explanation offered
2949	Edmonton	Person obliged to begin language course at too high a level.	Withdrawn
2966	Moncton	Start of language training unduly delayed.	Explanation offered
2967	Ottawa	"Effective Secretary" course given in English to French-speakers.	Explanation offered
2971	North Bay (Ontario)	Failure to explain procedures for staffing bilingual positions.	Explanation offered
3031	Ottawa	Candidate for position of language teacher unable to obtain information on possible vacancies.	Assistance rendered
3079	Montreal	A bilingual public servant wonders why he must pass the Language Knowledge Examination again.	Explanation
3080	Ottawa	Public servant wished to attend language school in Ottawa rather than in Hull.	Explanation offered
3140	Montreal	Delays in publication of competition advertisement in French press.	Not justified
3143	Ottawa	Language courses for M.P.'s not available when Parliament was not in session.	Assistance rendered
3241, 3347	Ottawa	Public servants who had worked for years in both official languages objected to being made to retake the Language Knowledge Examination.	Explanation offered

PUBLIC WORKS—"I'll Build a Stairway to Paradise"

EVALUATION

Readers will be interested to know that the "flowers inside the Governor General's greenhouse are managed by the DPW" as befits a vice-regal Garden of Eden; they will also learn with reassurance that

“every spring the National Capital Commission takes formal custody of the greenhouse goldfish when they are shifted to the outside pool, and returns them to the DPW’s custody in the fall.” While the Commissioner recognizes that the Department is an exemplary purveyor of goldfish to greenhouses, he is dismayed by the time the Department has taken to implement some of his recommendations. A recent full-scale study conducted by his Office (summary below) underlines that “three years have passed since the Commissioner conducted two studies of the DPW in the area of signage, one in the National Capital Region and the other in Metropolitan Winnipeg. During this time, the Department should have been able to clarify its responsibilities in this area and, in addition, implement a national signage conversion programme; neither has occurred.”

Examination of 29 complaints, the new special study and follow-up work revealed that while the Department has made some progress with bilingualizing parking lots, its bilingualism policy seems all too comfortably parked. A long road lies ahead before it fully meets the Official Languages Act’s requirements with respect both to internal communications and service to the public. In particular, the Department has demonstrated less than giddy speed in covering its most discernable area of jurisdiction, that of signs and inscriptions. The public, it seems, must wait while the Treasury Board, agencies and departments—Public Works included—play a jurisdictional ping-pong game.

Nearly half of the valid complaints dealt with unilingual or ungrammatical signs and the Department either promptly made corrections or offered satisfactory explanations. A few complaints concerned the language requirements of advertised positions or the language of competition posters; these led to three recommendations with which the Department disagreed. The Department also had difficulty in accepting five recommendations arising from a complaint about telephone service.

In December 1974, the Department provided information on the current implementation of recommendations made as a result of two special studies on signs, both of which have received attention in previous annual reports.

The study on signs in the National Capital Region, completed in September 1971, contained four recommendations, two of which were fully met in 1973. The Department reported that it planned to implement the third, regarding lettering on buildings, “by about 1975 or 1976”; it would comply fully with the fourth, which deals with rendering bilingual all exterior signs and inscriptions on buildings under its jurisdiction, by the end of March 1975.

Of the 13 recommendations resulting from the special study of signs in Greater Winnipeg completed in 1972, the Department had, as of

December 1974, fully implemented nine, partially met two and had taken no visible action on the remaining two. Information provided by the Department, together with data gathered in Winnipeg by this Office, determined that for the seven buildings falling within the Department's jurisdiction, most signs and lettering were bilingual in three, a good proportion were so in two, and all were in English only in the remaining two. Officials stated that the Department had not taken action to change signs in the latter buildings because one was the subject of extensive renovations, while the other was used primarily for storage and contained few signs.

The two outstanding recommendations dealt with the setting up of a programme for the Winnipeg area so that signs and lettering in parking lots, Crown-owned buildings and leased buildings occupied by federal institutions should, by September 1974, be consistent with the spirit and intent of the Official Languages Act. While the Department had been unable to meet the target date, it anticipated that the programme would be completed early in 1975.

As reported later in this section, the Office of the Commissioner completed, in 1974, another special study of the Department of Public Works. This study, the scope of which was national rather than local, examined the various functions of the Department in the light of its policies, procedures, plans and achievements in the areas of both language of service and language of internal communications.

SPECIAL STUDY

This special study was begun in September 1973 for the purpose of examining the Public Works Department's compliance with the Official Languages Act, in terms of both language of service and, to a lesser extent, language of work. The study required 90 interviews with managerial staff at the Department's head office, in the six regions (Atlantic, Quebec, National Capital, Ontario, Western and Pacific), and in three satellite offices: Winnipeg, Saint John and Quebec City.

Examination of four documents issued by the Department concerning its bilingualism policies revealed that two were satisfactory and the other two were incomplete and lacking in clarity and definition. The first document, which appeared in March 1971, is entitled *Development of Bilingualism—Federal Government Policies*; it states general objectives but does not deal with practical means of implementation. The second text, a sort of provisional policy on signs which was issued in August 1973, gave rise to a number of initiatives, but it also caused

confusion, since it was not followed uniformly. The other two directives (October 1972 and September 1973) are more specific: they deal with forms management and executive correspondence.

At the time of the study, the Department stated that it was able to provide services in both official languages where there was significant demand, although it had never attempted to evaluate the demand. In any case, outside Quebec and certain parts of New Brunswick, the Department was not providing services in French, alleging that the demand was non-existent. This assertion is open to question, at least with respect to certain parts of Ontario, Winnipeg and other areas where there is a significant French-speaking minority.

As a general rule, it was rather easy to distinguish the branches of the Department which were able to provide bilingual services from those which were not. Those which dealt with public relations, information services and administration generally respected the requirements of the Act. The same could not be said of the other branches which, mainly because of the technical or specialized nature of their work, seemed less able to provide services in both official languages.

With respect to language of work, it appeared that, with the exception of Quebec, English was the language of internal communication. In the other parts of the country, the number of French-speaking or bilingual employees was so low that oral communication in French was almost non-existent; as for written communication, the Department was able to meet the need thanks to the services of the Translation Bureau or the goodwill of a bilingual employee acting as translator. As a consequence, meetings were always held in English; in Quebec, they were held in French, unless the presence of a head office representative, usually a unilingual English-speaker, obliged all the participants to speak English. To improve the situation, it would be necessary for the Department's head office and the offices in the National Capital and Atlantic regions to acquire qualified personnel at an early date.

It can thus be concluded that as a result of the dearth of bilingual personnel in the regions, English continues to be the only language of work, although the Department has accepted the principle that the choice of the language of internal communications be left to the employee. Moreover, the lack of French glossaries and the tendency of French-speakers to choose to speak English adds to the difficulty.

In addition, the considerable variance between the number of bilingual employees and the number of positions identified as bilingual in August 1974 (620 employees for 1,041 bilingual positions) is indicative of a major problem. In effect, if language training is the only means of ensuring that internal communication is carried on in both languages, it must be considerably accelerated, so that incumbents of bilingual

positions may fulfill their obligations and thereby enable their colleagues to use the language of their choice.

The Department's provisional policy on signs has given rise to misunderstandings between the head office and the regions. Indeed, the regions seemed unaware of the intentions of the head office, which in turn seemed unaware of the effects of its policy in the regions. Moreover, even though at the time of the study the regions asserted that the policy was being carried out, the Department had not drawn up an overall plan, an inventory or an implementation budget. There is also the prickly problem of jurisdiction, which has long delayed reforms in the use of signs. Not only is the Department of Public Works not the only authority in this area, but, in addition, it is often difficult to determine the limits of its jurisdiction. For example, the departments are responsible for signs relating to operations, but they may obtain them from Public Works; on the other hand, some agencies are completely autonomous in this regard. The provisional character of the departmental policy was due in part to the fact that Cabinet had not made a decision concerning the order of precedence to be given the official languages. As Cabinet has since made its decision known, a definitive policy should be forthcoming.

With regard to notices, calls for tenders and contracts, the Department followed no official policy, but had rather adopted a variable line of conduct, based on routine and tradition. Thus, in Quebec, the Department used only French in some parts of the province, while in the Ontario region it used only English, even though the notices, calls for tenders and contracts prepared in the offices of this region were addressed to the entire country. Since the Department had never evaluated the demand for services, it was possible that it was offering them in only one language in the regions, contrary to the wishes of some contractors.

The Department thus had much to do, in terms of policy and planning, as well as implementation. It had to move all branches forward uniformly and adopt measures to ensure respect for the Act not only in the Quebec region, but on a department-wide basis.

To assist the Department in this task, the Commissioner recommended that:

General Policies on Bilingualism, Implementation and Monitoring Structures

(1) in order to ensure full compliance with the Official Languages Act, the Department develop, by 30 April 1975, implementation objectives, plans of action and procedures for its administrative components which take into account its internal communications, as well as all aspects of its service to the public and which are consistent with the ensuing recommendations;

(2) the Department establish, by 30 April 1975, a central body responsible, at a sufficiently high level, for effectively managing, co-ordinating and monitoring all aspects of a programme in order to comply with the Official Languages Act throughout the Department;

(3) this central co-ordinating and monitoring body keep senior management informed, on a regular basis, of the problems encountered, measures taken and progress made by the branches in their efforts to implement the Official Languages Act;

(4) a person responsible in each region be assigned for dealing with matters concerning the official languages, to ensure implementation of the plans and requirements of the central body, and keeping it informed of all progress and problems;

(5) the Program Management Evaluation Directorate henceforth include in its studies, where applicable, an evaluation of the extent to which the Official Languages Act is being implemented;

Information

(6) (a) the Department develop and actively undertake, by June 1975, an extensive staff information programme designed to familiarize the staff as a whole with the purposes and intent of the Official Languages Act and with various measures taken by the Department to achieve compliance with the Act, as well as to elicit individual cooperation;

(b) the Department include among the literature used for staff orientation purposes the material prepared for the information programme mentioned above;

Library

(7) the Department henceforth acquire for its library such additional French-language publications as will permit its personnel to be able to read or conduct research across the same range of subjects in both official languages;

External and Internal Communications

(8) the Department take all necessary steps to ensure that, wherever such is not already being done, communications of general interest or for general circulation in the Department, in other federal government departments and agencies or to the general public are issued simultaneously in both official languages by 31 December 1975, with both official language versions appearing wherever possible in the same document;

(9) the Department take steps to render bilingual, by 31 August 1975, all forms, notices, posters, office stamps and other similar material which are still available in only one of the official languages;

(10) the Dominion Fire Commissioner's Office make sure without undue delay, that films, publications and other similar material are equally available and equally publicized in both official languages;

Services to the Public

(11) the Department approach the Department of Communications so that the latter may, at the earliest opportunity, make the necessary arrangements with the appropriate telephone companies to have all Department of Public Works offices listed in both English and French in telephone directories by 30 September 1975;

(12) the Department ensure, by 30 April 1975, that bilingual receptionists and telephone operators are strategically posted in all offices serving both official language groups or, failing this, that alternate arrangements are made for answering the telephone, referring calls by a simple phrase in the official language of the caller and providing information so as to enable callers at all times to be served automatically in the official language of their choice;

(13) the Department immediately take steps to increase its institutional bilingual capability in order that it may automatically serve its public in both official languages in all functional and geographical areas in which that public is not being served in the language of its choice, and especially in the following areas:

the Program, Planning and Co-ordination Branch, the Property Administration Branch, and the Design and Construction Branch at Headquarters and in the Capital Region, as well as Design and Construction at St. John, New Brunswick;

the Dominion Fire Commissioner's Office at Headquarters and in the Capital Region;

Management Consulting Services at Headquarters:

the Program Management Evaluation Branch and Technological Research and Development Branch at Headquarters;

the Financial Advisor's Branch and the Personnel Administration Branch at St. John, New Brunswick;

in information units across the country.

Use of Media

(14) where the object is to convey information to the public at large, the Department make such use of national or local media in both official languages as to ensure that a Francophone can be as fully informed in his language as his Anglophone counterpart is through the English-language media;

Recruitment

(15) the Department, in co-operation with the Public Service Commission, identify the sources of potential candidates within both language groups and draw on them to the extent necessary so that it can staff with greater ease positions requiring one or both of the official languages;

(16) in view of the very limited number of positions at Headquarters identified as unilingual French, the Department take whatever administrative measures are necessary to increase the number of unilingual French

positions at least at Headquarters as an additional means of achieving equality of status in the use of both official languages in communications within the Department;

(17) so that institutional bilingual capability can be improved in locations where it is lacking, as for instance at Headquarters and in New Brunswick, the Department, in co-operation with the Treasury Board and the Public Service Commission, take the necessary steps to initiate (especially in the Province of Quebec, Ontario and New Brunswick, where there are facilities in the French language), a programme to sponsor architectural and engineering students with an accompanying obligation that they work for the Department for a number of years after graduation;

(18) the Department take the necessary steps to ensure that by 30 April 1975, all members of an interview board, whether from inside or outside the Public Service, be able to communicate fully with a candidate in the official language of his or her choice;

Manuals

(19) the Department take all necessary steps to establish priorities and accelerate the adaptation of existing unilingual manuals in the other official language so that they are all adapted by the Department's own target completion date of 31 December 1975;

Translation

(20) the Department approach the Translation Bureau, Secretary of State Department, with a view to increasing the number of specialized translators in its Headquarters unit or to taking whatever other administrative steps are necessary to enable it to relieve departmental employees of all translation duties, to cope with the backlog of material to be translated, and to meet its target date for the translation of manuals;

(21) to reduce as much as possible the volume of translation, the Department take every available means

- (a) to have correspondence originated in the language of the correspondent;
- (b) to have other texts originated simultaneously in both official languages.

Internal Communications

(22) the Department take immediate steps to ensure that in all components, at least at Headquarters, in the Atlantic and Capital Regional Offices and the New Brunswick satellite office at St. John, there is a sufficient number of employees capable of communicating orally and in writing in both official languages within the Department itself and with employees of other departments and agencies;

(23) the Department take the necessary steps to ensure that personnel services are available at all times in both official languages, at least at Headquarters and in the Atlantic, Quebec and Capital Regional Offices by 30 April 1975. In all other offices where there are employees from both official language groups and where the personnel staff is unable to provide services in both languages, the Department institute a system of communicating with Headquarters i.e. telex, "hot lines", etc. or resort to such alter-

nate arrangements as will ensure services in both French and English by 31 October 1975;

(24) the Department ensure that, in areas where the personnel comprises or may comprise employees of both official language groups, the employees of each group be able to function by the end of 1976 in the official language of their choice in internal communications, including meetings and the preparation of documents or reports. This objective may be achieved by simultaneous translation, or by any other means which the Department deems appropriate provided the status of one official language is in no way inferior to that of the other;

Courses

(25) the Department ensure that courses prepared or given by it be henceforth available, where feasible, in both official languages so that the individual employees of both official language groups may have equal access to the same or equivalent courses in the language of their choice; where this is not feasible within the Department, then the latter should ensure such equal access through courses of a similar nature given by other federal government institutions or by outside firms;

(26) the Department develop a technical language training programme, in conjunction with the Public Service Commission or any other appropriate body, by 1 June 1975, so that employees may improve their knowledge of their second official language to the extent necessary to fulfill their responsibilities;

(27) the Department make a language retention programme available to employees who have completed language training; this programme could make use of monitors, films, tapes, inter-regional exchanges or any other method deemed appropriate in order that these employees may retain or even improve their skill in the second language;

(28) the Department provide, on a voluntary basis, remedial language training for French-speaking employees who, as a result of working in an English-speaking milieu, are no longer confident of their ability to speak or write in French in discharging their duties;

Signage

(29) by 30 April 1975, the Department promulgate a definitive signage policy and a phased national signage conversion programme, the latter embracing both permanent and job-site or other temporary signs and including the means of implementation, the procedures to be followed, and a monitoring system so that all signs for which it is responsible are rendered bilingual by 1 September 1976. This includes all signs at and in elevators and instructions on equipment in buildings that it manages or leases to other federal institutions;

(30) in all other buildings in which the federal government occupies space, the Department use its good offices to achieve, with regard to signage, maximum compliance with the letter as well as the spirit and intent of the Official Languages Act;

Tendering

(31) the Department, by 1 August 1975, canvass all actual and potential bidders by directly contacting those firms that have requested plans and specifications during the past two years and by reaching the remaining firms through placing advertisements in newspapers across Canada and requesting them to indicate in which official language they or their employees wish to receive plans and specifications in the future;

(32) the Department canvass all actual and potential bidders, every second year at first and then at such other intervals as will ensure compliance with the Official Languages Act, in order to provide firms with the opportunity of changing, if they so desire, the official language in which they or their employees wish to receive plans and specifications and to include firms that were not previously canvassed;

(33) the Department determine, on the basis of this canvassing of firms, the areas where there is a requirement for service in both official languages and, as a consequence, ensure that such service is available and offered in these areas;

(34) by 30 April 1975, the Department develop and issue a policy statement on advertising, tendering and contracting which comprises at least the following elements:

(a) advertising, in appropriate media, all invitations to tender and notices of occurrences in both official languages whenever these are addressed to a nation-wide public or a region-wide public in the Capital, Atlantic, Quebec and Ontario regions or to a public in those communities where the business and services sectors to which the advertisements are directed include both English- and French-speaking groups;

(b) preparing tendering and contracting documents, as well as plans and specifications, in both official languages whenever the advertisements or notices are in both languages;

(35) the Department phase its implementation of this policy on the publication of advertisements and notices, and on the preparation in both official languages of contract documents including plans and specifications in French and in English by allowing:

(a) three months from the date of the issuance of its policy, for all projects in the Capital Region; but no later than 31 July 1975;

(b) twelve months from the date of the issuance of its policy, for all projects advertised on a national basis, irrespective of the geographic projects in the Capital Region but no later than 31 July 1975;

(c) twenty-one months from the date of the issuance of its policy, for all projects advertised on a region-wide basis in the Atlantic, Quebec, Capital or Ontario regions or in all cases not already covered where the advertisements and notices are directed to a sector of the business and services community which comprises both official language groups, but not later than 31 December 1976.

Unions

(36) the Department, in implementing the preceding recommendations, maintain close liaison and consultation with its employees' unions and staff associations;

Job Security and Career Opportunities

(37) the Department, in implementing the recommendations listed in this report, not jeopardize the job security or career opportunities of its personnel;

Complaints

(38) notwithstanding any action taken by the Department with respect to the recommendations contained in this report or for any other purposes, and regardless of any target dates specified in these recommendations, complaints taken up with the Department by the Commissioner of Official Languages should, because of the latter's ombudsman-like duties under the Official Languages Act, be dealt with on their own merit and corrective action taken in the shortest possible time.

COMPLAINTS

File No. 1687—The Search Had Been Unsuccessful . . .

A bilingual woman bearing an English name wrote to object to an advertisement for a position of Assistant Deputy Minister (Realty) in the Department of Public Works. The advertisement stated that a knowledge of the English language was essential, but made no mention of French. She believed this was contrary to the government's language policy and, presumably, the Official Languages Act.

The Department stated that in conjunction with the Public Service Commission it had first searched extensively in the Province of Quebec for a bilingual Assistant Deputy Minister (Realty) from the French-speaking community in order to balance its senior management team. The search had been unsuccessful and consequently the Department had requested the Public Service Commission to undertake an advertising campaign across the country. It advised the PSC that it would be happy to accept candidates from either language group, that bilingualism was desirable, but that the competition should be open to unilingual English-speaking candidates. According to the Department, the stipulation in the advertisement concerning language was at the discretion of the Public Service Commission.

The Commissioner informed the Department that it was his task to make recommendations leading to the establishment of institutional bilingualism to the extent necessary to provide services in both official languages to the public in the National Capital Region, and wherever else this was feasible and sufficient demand existed. Furthermore, Section 2 of the Act dealt with language of work of federal public servants, and the description of both the nature of the position and

A French-speaking person from North Bay sent the Commissioner a copy of a unilingual English poster which announced a position requiring the knowledge of both official languages. He wondered why this poster was not available in both official languages.

The Commissioner learned that the poster announcing an open competition was prepared in the Toronto office of Public Works and sent to the Canada Manpower Centre, North Bay, to be used as a guideline for their recruiting process. It was not for public posting and, apparently, it had not been posted. The Department mentioned that the successful candidate was French-speaking.

Since the complaint was anonymous, the Commissioner, to clarify the situation, asked the Department a number of questions concerning the procedure that exists for providing Manpower Centre with the information and job descriptions required by them to select candidates for referral to the Department itself.

Since the position required "knowledge of both official languages" and since "unilingual persons may also apply", the Commissioner believed that there was a need to provide the information, whether for interested public servants and members of the public seeking employment or for the use of Manpower counsellors, in each person's official language.

The Commissioner therefore recommended that when, for any reason, a poster or circular was prepared for any position, to provide information concerning the position, the poster or circular be prepared in a bilingual format.

The Department questioned the need for spending so much time on a complaint to which the complainant was not prepared to sign his name.

"With respect to your comment" the Department said, "we will of course comply with instructions received from the Public Service Commission but we do not agree that all competition posters all across Canada need to be produced in both official languages. There is already enough administrative delay in filling positions, and impositions of such a requirement could also have a negative effect on the language programs in certain parts of the country".

The Commissioner explained that he gave all complaints the same attention and that he had reason to believe that many anonymous complainants were public servants employed in the very departments against which the complaints were lodged. He thought it reasonable that such complainants wished to remain anonymous.

The Commissioner also told the Department that since the complaint had given rise to a recommendation he would, as required by Section 31 of the Official Languages Act, report his opinion and his reasons therefore to the Clerk of the Privy Council.

File No. 3029—Letter in French to English-speaker

An English-speaking person, who had had land expropriated for the construction of the airport at Ste. Scholastique, complained that the Department had sent him a letter and forms in French. He said that some of his English-speaking neighbours had also received their documentation on compensation in French.

The Department told the Commissioner that it regretted the incident and explained that it had had to deal with 3,000 people in a very limited time. The offers and covering correspondence had been printed in French and in English and the Department had sent out the documentation in the language it thought the individual spoke. Because of the inexperience of casual staff hired for the job, some mistakes had been made. However, the information office at the Mirabel site had a supply of offers in both languages, and when a problem came to light, it endeavoured to put matters right. Every effort was made at the Mirabel site to serve the public in the official language of the individual's choice.

The Commissioner said that it was perhaps not surprising in the circumstances that some English-speaking residents had received their documentation in French. He recommended that when the Department initiated communication with a large public and was unable to establish with certainty the official language of the individual's choice, it should produce the text of its message in bilingual format.

The Department accepted this recommendation.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1613, 1823 1846	Ottawa Casselman (Ontario)	Unilingual English signs on federal buildings, adjacent parking lots or construction sites.	Rectified
1854 1871	Plantagenet Navan (Ontario)		
1875	Cornwall (Ontario)		
2020, 2303 2423 2476	Ottawa Edmonton Noranda (Quebec)		
2696 2916	Halifax Midland (Ontario)		

A French-speaking person from North Bay sent the Commissioner a copy of a unilingual English poster which announced a position requiring the knowledge of both official languages. He wondered why this poster was not available in both official languages.

The Commissioner learned that the poster announcing an open competition was prepared in the Toronto office of Public Works and sent to the Canada Manpower Centre, North Bay, to be used as a guideline for their recruiting process. It was not for public posting and, apparently, it had not been posted. The Department mentioned that the successful candidate was French-speaking.

Since the complaint was anonymous, the Commissioner, to clarify the situation, asked the Department a number of questions concerning the procedure that exists for providing Manpower Centre with the information and job descriptions required by them to select candidates for referral to the Department itself.

Since the position required "knowledge of both official languages" and since "unilingual persons may also apply", the Commissioner believed that there was a need to provide the information, whether for interested public servants and members of the public seeking employment or for the use of Manpower counsellors, in each person's official language.

The Commissioner therefore recommended that when, for any reason, a poster or circular was prepared for any position, to provide information concerning the position, the poster or circular be prepared in a bilingual format.

The Department questioned the need for spending so much time on a complaint to which the complainant was not prepared to sign his name.

"With respect to your comment" the Department said, "we will of course comply with instructions received from the Public Service Commission but we do not agree that all competition posters all across Canada need to be produced in both official languages. There is already enough administrative delay in filling positions, and impositions of such a requirement could also have a negative effect on the language programs in certain parts of the country".

The Commissioner explained that he gave all complaints the same attention and that he had reason to believe that many anonymous complainants were public servants employed in the very departments against which the complaints were lodged. He thought it reasonable that such complainants wished to remain anonymous.

The Commissioner also told the Department that since the complaint had given rise to a recommendation he would, as required by Section 31 of the Official Languages Act, report his opinion and his reasons therefore to the Clerk of the Privy Council.

File No. 3029—Letter in French to English-speaker

An English-speaking person, who had had land expropriated for the construction of the airport at Ste. Scholastique, complained that the Department had sent him a letter and forms in French. He said that some of his English-speaking neighbours had also received their documentation on compensation in French.

The Department told the Commissioner that it regretted the incident and explained that it had had to deal with 3,000 people in a very limited time. The offers and covering correspondence had been printed in French and in English and the Department had sent out the documentation in the language it thought the individual spoke. Because of the inexperience of casual staff hired for the job, some mistakes had been made. However, the information office at the Mirabel site had a supply of offers in both languages, and when a problem came to light, it endeavoured to put matters right. Every effort was made at the Mirabel site to serve the public in the official language of the individual's choice.

The Commissioner said that it was perhaps not surprising in the circumstances that some English-speaking residents had received their documentation in French. He recommended that when the Department initiated communication with a large public and was unable to establish with certainty the official language of the individual's choice, it should produce the text of its message in bilingual format.

The Department accepted this recommendation.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1613, 1823 1846 1854 1871 1875 2020, 2303 2423 2476 2696 2916	Ottawa Casselman (Ontario) Plantagenet Navan (Ontario) Cornwall (Ontario) Ottawa Edmonton Noranda (Quebec) Halifax Midland (Ontario)	Unilingual English signs on federal buildings, adjacent parking lots or construction sites.	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1714	Ottawa	Provincial permit for elevator construction in the Parliament building issued under the Department's English name only.	Not justified
1816	Ottawa	Service not available in French at cafeteria; Daly Building.	Explanation offered
1886	Toronto	Two French-speaking employees conversing together are told to speak English.	Rectified
1913	Ottawa	Elevator signs in English only at Place Bell Canada.	Assistance rendered
2058	Ottawa	Poor quality of French used on menus at government canteens and cafeterias.	Rectified
2103	St. Joseph (N.B.)	Unilingual English form supplied to French-speakers for submitting building tenders.	Rectified
2236	Ottawa	Poor quality of French on signs in a federal building.	Withdrawn
2250	Ottawa	English only required in a competition for a supervisory position.	Rectified
2295	Hull	Language requirements for certain positions should be changed.	Rectified
2438	Ottawa	Error in the French text of a sign at a federal building.	Not justified
2500	Ottawa	Faulty entries in Government telephone directory.	Rectified
2570, 2591	Hull	Unilingual English signs at a handicraft exhibition held on the Place du Portage mall.	Explanation offered
2709	Ottawa	Failure to advertise a particular competition in local French press.	Not justified
2951	Hull	A French-language firm receives a memorandum in English.	Explanation offered
3181	Toronto	Error in French text of a sign.	Rectified

ROYAL CANADIAN MOUNTED POLICE—"Back In the Saddle Again" (but who's that girl riding Dobbin?)

EVALUATION

The RCMP's fame in enforcing federal laws, its gusto in performing colourful musical rides, in giving spirited band concerts and "getting its man" rest on a resolute determination to be the best. One must,

therefore, express some surprise and disappointment at the Force's piecemeal and slightly wobbly approach to meeting its responsibilities under the Official Languages Act. Instead of coming to grips with most of the core problems of policy, staffing, language training, recruitment, internal communications, and other related elements concerning service to the public, the Force has, over the past four years, done little more than rectify some of the obvious visual and written contraventions of the Act and begun the process of identifying the language requirements of positions, without paying due regard to the requirements of the Act in a number of cases.

During the period under review, citizens lodged 34 complaints against the RCMP, leading to recommendations in 8 cases. As in the past, most complaints touched on language of service, particularly in New Brunswick where the RCMP's bilingual capability is below that warranted by the size of the French-speaking population the Force is called on to serve under its provincial and municipal police commitments.

Since investigation of these complaints and the Force's performance in answer to previous special study recommendations revealed wide-ranging and complex problems, our Office, with the full cooperation of the RCMP, conducted a second special study (summary below) of the Force as a whole which focused on its bilingualism policy, procedures and practices. In the months to come, we will continue to press for more vigorous action—hoping, someday soon, to join the Force...in a rousing bilingual chorus of "Rose-Marie".

In December 1974, the RCMP reported on the steps it had taken to implement the recommendations flowing from two special studies. The first study, completed in 1971, resulted in 19 recommendations. Of the nine concerning "A" Division (Ottawa), eight are said to be fully implemented, but once again this year, the Force stated that, despite its efforts, it was still unable to provide its Boat Details at Long Sault, Kingston and Sault Ste-Marie with a bilingual capability. The RCMP had also taken action to implement to varying degrees the ten recommendations regarding headquarters and "N" Division (Rockcliffe). It had, for example, sought to meet the recommendations relating to visual and written aspects of bilingualism. However, its administrative measures for planning, co-ordinating, implementing and monitoring a bilingualism programme differed from those recommended by this Office and, by December 1974, results appeared to be disappointingly inadequate.

The RCMP's response to the 30 recommendations resulting from the second special study, completed in August 1974, gave cause for serious concern. The Force reported that it had taken, or intended to take, action on some of the more easily resolvable questions, such as that

of providing its members with better information on the Official Languages Act.

The special study report explained the intent of the Act with respect to both the rights of members of the public to receive service in both official languages and the legitimate aspirations of Force members to work in their preferred official language; the report also suggested steps the Force might consider taking to adapt its present administrative structures to meet the requirements of the Act without occasioning drastic reorganization. Nevertheless, the Force continued to justify its drastic lack of positive action by making numerous references to inadequate funds, lack of availability of manpower resources, fears that standards of police work will be compromised, "actual needs", and ministerial approval of policy.

Notwithstanding the RCMP's less than positive response to this study, we are pleased to learn, in relation to recommendation 6, that no regulation exists preventing RCMP members from sending this Office complaints relating to possible contraventions of the Official Languages Act, whether these complaints relate to "language of service" or "language of work" questions. On another and quite different topic, we noted the Force's fear that the financial support and man-years provided by Treasury Board for the experimental bilingual troop training programme may be in jeopardy. We feel that the RCMP should nonetheless retain and expand this programme, since it is a positive step the Force has taken to increase its complement of operationally bilingual members.

SPECIAL STUDY

The purpose of this study, which owes its origin to a complaint concerning services provided to the public in New Brunswick, was to examine the degree to which the agency respected the Act, in terms of the language of service and certain aspects of the language of work. The investigation dealt with the headquarters in Ottawa, with divisions "C" (Quebec), "D" (Manitoba), "F" (Saskatchewan) and "J" (New Brunswick), and finally with the Basic Training Centre in Regina. Most of the data were gathered in January and February 1974.

In recent years, the RCMP has made a considerable effort to make its signs bilingual and, in certain regions, to ensure services in both languages to the public and to its own personnel. However, significant shortcomings were evident, namely, the scarcity of information concerning the requirements of the Act, poor supervision and monitoring of its application, and more generally, the lack of systematic planning and specific deadlines.

The advertising campaigns conducted by the agency in recent years made use of the country's major French- and English-language daily newspapers, specialized publications, and less frequently, radio, television and weekly papers. In addition to brochures and posters, there was direct contact with the public, for example, through prevention work. To meet staff requirements, the RCMP decided in 1974 to recruit single women and married men as regular members. One of the objectives of this campaign was to relieve the shortage of French-speaking and bilingual members.

In spite of these efforts, the percentage of bilingual personnel, in relation to the whole, actually decreased between 1971 and 1974, dropping from 10.6% to 9.3%. One of the main reasons for this decrease was the lack of definite objectives and a plan of action. In order to reach French-speaking minority groups, it would have been necessary, for example, to make better use of radio, television and weekly newspapers; distribute advertising material more effectively; use the services of well-trained French-speaking members for direct contact with the community; and finally, use knowledge and aptitude tests better suited to the cultural milieu of French-speaking candidates.

Not only were there difficulties with regard to recruitment, but the first date (January 1974) concerning the identification of language requirements of positions indicated that some sections had too few bilinguals or unilinguals of both languages on staff to provide services.

The RCMP provides training for recruits at the Training Centre in Regina. Trainees there may undergo examinations in the language of their choice; as a general rule, they also have access to texts and manuals in both languages. However, with the exception of the courses offered to trainees enrolled in the bilingual troop program, and although supplementary explanations may be provided in French, all courses are given in English only. No course is given on the provisions of the Official Languages Act, in spite of the lack of understanding demonstrated by the agency with regard to the Act and the means of conforming to it.

The purpose of the bilingual troop program is to provide recruits with bilingual training and, at the end of the training period, an adequate knowledge of their second official language.

The bilingual troop is composed of 32 volunteer members, of whom 16 are English-speakers and 16 French-speakers. After a training period of three or four months at the Public Service Commission Language School, the troop spends six months in Regina receiving basic training in both official languages. Members are then assigned to units in communities where their second language is spoken; they remain there for eighteen months or until they reach the highest level of

language knowledge, according to standards set by the Public Service Commission.

While the bilingual troop program is gradually giving French and English a comparable place in training courses, extracurricular activities are still carried on exclusively in English. Moreover, the atmosphere created by the geographical location of the Training Centre works against English-speakers who wish to use French. The atmosphere of the Centre could be improved by increasing the level of bilingualism of the permanent staff and by making a judicious selection of newspapers, magazines, records, films and reference works available to trainees.

The Canadian Police College in Rockcliffe, on the other hand, gave several of its most important courses in both languages and planned to offer its students an interpretation service and a library stocked with works in both languages. However, the College still had several improvements to make in order to meet all the requirements of the Act.

Finally, with regard to regular members as a whole, the study revealed a need to increase considerably the use of French in training courses given in the various divisions throughout the country, assign a greater number of students to language training and provide special assistance for French-speaking members who, after working for a number of years in English, need refresher training in their own language.

In order to improve its network of internal communications, the RCMP has made a considerable effort, especially in the past two years, to issue its administrative directives, forms and various other internal documents in both languages; this applies particularly to the *Operational Manual*, of which a large part is available in French. The RCMP has twenty-two French-language units: two at headquarters, two in "A" Division in Ottawa and eighteen in "C" Division (Quebec), representing about 150 employees out of a total strength of more than 15,000.

Nevertheless, with the exception of the Quebec Division, the working language in the RCMP is English. Thus, in New Brunswick, where 59 of the 419 employees were bilingual, the use of English was required at headquarters; in entirely or partially French-speaking detachments, internal reports could be prepared in the language of one's choice, but at the time of the study, any report submitted to headquarters had to be written in English.

In the Quebec Division, where 577 of the 953 members were bilingual, French was used for internal communications and the preparation of reports. In general, the same language was used in communicating with headquarters in Ottawa, even though the latter used French in only about ten per cent of its communications with "C" Division,

which meant that bulletins and directives were too often circulated in English only.

With regard to translation, the number of words translated will rise from 3,400,000 in 1973-74 to 5,000,000 in 1974-75. About a quarter of the translation is done into English, a situation resulting from the fact that correspondence, especially from "C" Division in Quebec, must be translated for unilingual English-speakers.

Turning to service to the public, the study revealed that most divisions were incapable of providing services in both languages, and specifically that telephones were not answered systematically in both languages and that bilingual staff in most services was insufficient to communicate with the public in both official languages. In addition, in airports, national parks and border stations and on the highways, the agency was often unable to offer services to travellers in both official languages.

There were, of course, exceptions: for example, Quebec's "C" Division, which seemed to provide all services to the public in both languages; or the three divisions in the National Capital Region, in which the increase in bilingual personnel improved the situation somewhat with regard to motorized patrols, guard services and various key positions requiring contact with the public.

The level of institutional bilingualism, however, remained insufficient in the majority of the provinces. This was the case in New Brunswick, where the headquarters and a large number of detachments were unable to provide services in both languages. There was, on the other hand, one notable exception—the northeast and northwest parts of the province, where the RCMP now seemed able to deal with the public in both official languages.

Finally, the RCMP has made remarkable progress in field of visual bilingualism: signs, inscriptions on cars, telephone listings, publications, printed forms—which personnel must now fill out in the appropriate language—brochures, folders and other printed material. With some exceptions, all this visual material was already bilingual or becoming so. One aspect remained to be improved, especially in the case of brochures and folders containing information for the public: some documents should be presented in a single bilingual version, in order to avoid the problem of distributing two separate unilingual versions.

In conclusion, it must be stated that while the RCMP has taken action in a number of areas to ensure respect for the Act, there are still a number of shortcomings or at least weaknesses that require active and continued attention on the part of the agency. In order to assist the latter in making the necessary changes, the Commissioner recommended that:

- (1) the RCMP immediately undertake to revise its policy statement *Bilingualism within the Force (Official Languages)*, ensuring that its contents accurately and fully reflect the letter, the spirit and intent of the Official Languages Act;
- (2) it complement this statement with an implementation programme indicating target dates and designating the responsibility centres for each activity;
- (3) the RCMP use the findings, suggestions and recommendations of this study as a general but not necessarily exclusive guide for revising its policy statement on official languages, and integrate them into the implementation programme whenever appropriate;
- (4) this revised policy statement on official languages be distributed in bilingual format to all members (regulars, specials, civilians, public servants, etc.), and recruits undergoing training;
- (5) implementation of these recommendations not jeopardize the job security and career opportunities of Force staff, and include when applicable consultations with appropriate staff representatives;
- (6) the RCMP develop and actively undertake an extensive staff information programme designed to familiarise all members (regulars, specials, civilians, public servants, etc.) with the purpose and intent of the Official Languages Act and with the practical ways and means of complying with the Act; check whether its regulations allow its personnel (all categories) to communicate directly with the Commissioner of Official Languages with regard to questions relating to the Official Languages Act and, if necessary, remove any obstacle;
- (7) the Language Requirements Co-ordinator and/or the Bilingualism Adviser henceforth take all appropriate measures, such as regular field visits, surveys and assessments, to supervise and monitor the implementation of the Official Languages Act and the RCMP's policy on bilingualism at all levels of the Force;
- (8) the Operational Audit Unit of the RCMP henceforth include in its duties an assessment of the implementation of the Official Languages Act in the management analyses it carries out;
- (9) the RCMP take immediate steps to improve its recruiting procedures, especially in New Brunswick, Quebec, Ontario, Manitoba and other parts of Canada where the population is composed of both official language groups, by
 - (a) making a concentrated effort to attract to the Force an increased number of applicants with knowledge of both official languages or speaking the language of the official language minority not fully benefiting from RCMP services;
 - (b) making more systematic use of minority language press, radio and television for publicity purposes;
 - (c) re-assessing the recruiting ability at the detachment level and providing formal training in recruiting methods where necessary;
 - (d) increasing, where appropriate, the number of recruiters with the necessary language capabilities; and by
 - (e) re-examining the tests administered to applicants and taking the appropriate decisions;

(10) the RCMP henceforth administer language proficiency and aptitude tests to recruits at the appropriate point in their early training, so as to identify at an early stage those most likely to acquire, through subsequent language training, the level of bilingualism required of a member performing operational duties in both official languages;

(11) the RCMP provide as many as possible of the recruits identified pursuant to (10) with language training as soon as possible after their engagement;

(12) recruits who take language training prior to going to "Depot" as members of bilingual, regular or special constable troops, be provided with bilingual course notes or summaries and bilingual glossaries of terms and expressions relevant to the work of the RCMP;

(13) consistent with its efforts to increase the number of bilingual members, the RCMP continue to provide opportunities for members to take second-language training;

(14) the RCMP provide, on a voluntary basis, remedial language training for francophone members who, as a result of working and living in an English-speaking environment, are no longer confident of their ability to work in French;

(15) in view of the success achieved by its experimental Bilingual Troop Basic Training Programme, the RCMP continue the programme and increase the number of participating troops in proportion to the Force's expansion;

(16) in order to provide linguistic equality for francophone recruits, and at the same time provide bilingual anglophone recruits, on a voluntary basis, with an opportunity to improve their French, the RCMP form regular and special constable basic training troops, the members of which would receive their instruction in French;

(17) the basic training programme for both regular members and special constables henceforth include practical information on the Official Languages Act so that all recruits are aware of its significance and of the ways and means of complying with it;

(18) the RCMP henceforth ensure that its films, informational and teaching materials, reference books and documentation are available in both languages;

(19) in order to create a more favourable atmosphere for the use of the two official languages at "Depot", steps be taken to ensure that services provided to recruits by counselling, personnel and other staff in direct contact with recruits, be provided in both languages and that more written and audio-visual material, such as newspapers, magazines, library books, films, etc., be made available in French also;

(20) by 31 December 1974 or sooner, "HQ" and "J" Divisions start providing in the two official languages the training and development courses they conduct or arrange for regular members, special constables and senior staff; the RCMP continue and expand course offerings in both languages in "A" and "N" Divisions;

(21) the RCMP pursue and develop its plans to provide in both official languages all courses offered by the Canadian Police College, and to make available in the two official languages all the College's material and library

resources, and the services provided by its professional and support staff; (22) the Force accelerate the translation of all basic operational manuals, forms, essential work instruments, together with written material used for training courses, and ensure that, henceforth, all memoranda, administrative instructions and other material emanating from Ottawa headquarters destined for distribution to the general public or to members throughout the Force be sent out in bilingual format;

(23) the RCMP ensure that, in keeping with its own policy statement on translation, general correspondence and other documents not included in (22) are not translated as a matter of routine, but only when required for operational efficiency;

(24) the RCMP give careful thought to posting a translator/revisor to "Depot" Division, Regina, Saskatchewan and pursue its efforts to engage a translator for sub-divisional headquarters, Moncton, New Brunswick;

(25) the RCMP achieve institutional bilingualism throughout the country and, by 30 September 1976 or sooner where possible, achieve it within, on a priority basis, "HQ", "C", "J", "A", "N" and "Depot" divisional and sub-divisional headquarters by staffing these components with personnel capable of handling internal Force communications, both oral and written, in the two official languages, so that communications within and between those divisions can be conducted in either official language;

(26) by 30 September 1976 or sooner where possible, the RCMP inform in writing the members of "HQ", "C", "J", "A", "N" and "Depot" Divisions that:

(a) members of these Divisions may communicate, both orally and in writing, with their respective divisional and sub-divisional headquarters in the official language of their choice; and that

(b) once the member's preferred language of internal communication is established, his respective divisional and sub-divisional headquarters will henceforth make every effort to communicate with him, both orally and in writing, in that language;

(27) by 30 September 1975 or sooner, the RCMP achieve the necessary level of institutional bilingualism in "HQ", "J", "A", and "N" Divisions to provide all its services to the public in both official languages;

(28) the RCMP, having achieved the required level of institutional bilingualism in the Divisions listed in (27), make it known to the public that its services are available in both official languages;

(29) by 31 December 1976 or sooner, the RCMP achieve the necessary level of institutional bilingualism among its field personnel serving a local official language minority and the travelling public in all those parts of Canada not served by the Divisions listed in (27);

(30) by 31 December 1974, the RCMP ensure that throughout Canada and elsewhere, all RCMP identificational, directional and informational signs, markings and insignia, as well as publications and forms used in dealings with the public, telephone listings, and all other written and visual manifestations of the Force, are bilingual; ensure that the equality of status of the two official languages is respected in all the foregoing and in all types of displays.

COMPLAINTS

File No. 1708—A Security Guard at Dorval

A French-speaker alleged that a security guard of the Canadian Corps of Commissionaires at Dorval International Airport insisted on addressing passengers in English, saying “This way please” even after he had been asked to speak in French also. The complainant further stated that other guards, who were bilingual, first spoke English to the passengers until they became aware the latter did not comprehend, at which point they would repeat their remarks in French. The correspondent believed that at Dorval Airport priority should be given to the French language.

The RCMP replied that all commissionaires under its supervision at Dorval International Airport were bilingual in that they were capable of making themselves understood in both official languages. It further stated that the commissionaires were aware of the need to provide service to the public in either French or English, as required by the Official Languages Act.

The Commissioner then requested a copy of any written directives issued to the commissionaires with regard to their responsibilities under the terms of the Act. The RCMP answered that it had issued no written directives concerning the use of the two official languages in serving the public. This was primarily due to the fact that there was always the possibility of error when a commissionaire was the first to speak. If he used French first each time, there was the risk of the person addressed being English-speaking. The reverse could occur if he always used English first.

The Commissioner stated that, while silence may be golden, he found it difficult to believe that a commissionaire at Dorval International Airport never spoke to the public until he was spoken to. If such were the case, he wondered under what circumstances the phrase attributed to the commissionaire, “This way please”, had been used. The Commissioner added that it had been his experience in dealing with government institutions that unless clear, specific, written guidelines and directives were issued, reliance on oral communication alone might lead to misunderstandings and an unintentional lack of compliance with the letter, spirit and intent of the Official Languages Act. Consequently, he recommended that:

- 1) at Dorval International Airport and other airports in Quebec, commissionaires use the French sentence “Par ici, s’il vous plaît” first, followed by the English version, “This way please”; and
- 2) at airports in other provinces throughout Canada, commissionaires use the English sentence first, followed by the French version.

The Commissioner of the RCMP informed the Commissioner of Official Languages that he appreciated his efforts to assist the Force in meeting the requirements of the Official Languages Act, but he would not be putting the recommendations into effect, as the Force's experience indicated it was better to leave to the commissionaire's discretion which official language to use first when serving the public. Because Dorval was an international airport, the official language of the travelling public varied there from day to day and even from hour to hour. Commissionaires had to be ready therefore to use English or French first, as the occasion and their judgment dictated.

The Commissioner of Official Languages, in turn, informed the Commissioner of the RCMP that he had carefully examined the reasons advanced for not implementing the recommendations and that he was obliged to fully set them out in his annual report to Parliament.

File No. 1753—Language of Work in Montreal

Several correspondents pointed out to the Commissioner that in certain sections of the Security Service of Division "C" of the RCMP in Montreal, officers had been able for the past several years to submit reports to Headquarters in the official language of their choice, but that in other sections, members of this Service always had to write their reports in English.

The RCMP informed the Commissioner that it was making an effort to arrange things so that all its officers could submit reports in the official language of their choice. However, it remarked that it was essential that this objective not be achieved at the expense of operational performance. The Security Service had a specialized role that did not allow for the assignment of inexperienced personnel to key positions, and it was important to make any staff changes gradually. According to the RCMP, this explained why the implementation of its policy with respect to the preparation of reports in both official languages in the Security Service was taking longer than changes in other areas of activity.

The Commissioner of the RCMP also said that he was fully aware of the necessity of implementing a bilingualism programme within the Security Service as was being done elsewhere. In order to do this the Force planned to transfer bilingual officers from other offices to the headquarters of the Security Service in Ottawa during the summer of 1973; it hoped that this would enable the sections concerned to submit their reports in either French or English. The Commissioner also repeated that it was essential that the writing of reports in French not prejudice operational efficiency.

In his reply to the RCMP, the Commissioner acknowledged the specialized nature of the duties of the Security Service. He advocated strongly that French-speaking federal employees and members of the Force in Quebec be given the right to work in French. This would make the French-speaking members of the Force more productive and hence contribute to operational efficiency and institutional bilingualism. He added that the problem could perhaps be solved if the RCMP assigned two or three translators to the appropriate section of the Security Service in Ottawa rather than transferring, against their wishes, French-speaking members stationed in Quebec, but he recognized that such administrative decisions were its responsibility. The Commissioner of Official Languages added that he would like to know toward the end of September 1973 whether the officers in the sections concerned were allowed to write their reports in either French or English.

The RCMP subsequently informed the Commissioner that the members of these sections of the Security Service in Montreal had been instructed earlier in 1973 to submit their reports in the official language of their choice. This had become possible because the Security Service had succeeded in recruiting a number of bilingual officers and because a personnel exchange program had been adopted under which bilingual members of the Force stationed in Montreal were transferred to Ottawa and replaced by English-speakers with some knowledge of French. These officers were able to improve their second language during their assignment in Quebec and thus increase on their return to Headquarters the number of bilinguals in the Security Service.

File No. 1953—Near Moncton

A French-speaking resident of Nova Scotia complained that he had been stopped by a unilingual English-speaking member of the Royal Canadian Mounted Police on Highway 2 about twenty miles from Moncton, New Brunswick. Although the officer had apologized for not being able to speak French, the complainant was critical of the fact that service was not provided in both official languages, particularly in a bilingual area such as Moncton.

The RCMP explained that of the ten members of its highway patrol in Moncton, two were bilingual and two others had a working knowledge of French. The RCMP expressed regret that the complainant had not been able to obtain service in French immediately, but stated that this could have been arranged in a very short time had he requested it. The RCMP also printed out that it was continually studying the problem of increasing the number of its bilingual personnel.

The Commissioner pointed out to the RCMP that citizens are not obliged to request service in the language of their choice and that the

mere use of one or the other of the official languages constituted an implicit request to be served in that language.

The Commissioner also stated that in his opinion the number of bilingual officers on duty on the Moncton highway patrol seemed inadequate and he recommended that the RCMP expand it as quickly as possible in order to make service in both languages available to the travelling public at all times, as provided in section 10 (1) of the Official Languages Act.

In accordance with its policy of serving the public in both official languages in the Moncton area, the RCMP had another bilingual member transferred there. Although admitting that it could be useful to employ more bilingual people in Moncton, the RCMP pointed out that it was facing similar problems in other equally high-priority areas.

The Commissioner drew the RCMP's attention to the high demand for service in both official languages in Moncton and to the operation of the highway patrol in the area, and urged that the number of bilingual positions be increased.

File No. 2108—RCMP Curling Club

A French-speaking person complained that a unilingual English sign reading "RCMP Curling Club" was to be found at the intersection of St. Laurent Boulevard and Sandridge Road in Ottawa.

The Royal Canadian Mounted Police replied that the RCMP Curling Club was a private sports club and that the land on which the sign in question was situated belonged exclusively to the club. It undertook, however, to bring the matter to the attention of the club's directors.

In the light of the provisions of section 9 of the Canadian Trade Marks Act relating to the use of the initials "RCMP" and "GRC", which stipulates that any use of these initials must be authorized by the institution concerned, the Commissioner recommended that whenever the RCMP authorized the use of its name, it do so with the stipulation that the name appear in both official languages.

The RCMP replied that it was informing the directors of the club accordingly, but that it considered it unlikely that any further authorizations would be granted under the Trade Marks Act.

File No. 2115—Centennial Review in Moncton

A French-speaker drew the Commissioner's attention to a report in *L'Évangéline* which stated that the RCMP had presented its Centennial

Review in Moncton in English alone at the request of the City of Moncton's Director of Parks and Recreation. The complainant said that he understood that the RCMP organized the performance and the City rented the facilities. He believed that if the RCMP was able to provide one of the three performances in French, then it should have done so.

The sponsor at Moncton was told by the RCMP that it was prepared to present the Review in either or both official languages. The RCMP maintained that the sponsor was responsible for the language to be used as well as for such matters as the price of admission and the times of performances. In other words, because the sponsor undertook the financial risk, the type of performance was largely left to his discretion.

The Commissioner replied that he understood the RCMP's concern for the sponsor but he recommended that the RCMP itself should undertake the responsibility of determining the language or languages in which it presented the Review. He reminded the RCMP that the Official Languages Act placed upon it "the duty to ensure, to the extent that it is feasible for it to do so, that members of the public in locations . . . where there is a significant demand . . . can obtain available services from and can communicate with it in both official languages".

By this time, performances of the Centennial Review had almost come to an end. The RCMP therefore told the Commissioner what it proposed to do when it made arrangements for similar performances in the future. Where there was a significant local second official language population and the sponsor had not asked for or had declined a bilingual presentation, the RCMP would discuss the matter with him with a view to having him accept a bilingual format.

File No. 2160—Publications in English

A French-speaker reported that early in 1973 the RCMP published an Administration Manual in both official languages. However, since March 1973, the bulletins issued by RCMP Headquarters to amend the publication had been published in English only. As the amendments had to be distributed to French-language units of the Force, the complainant considered their arrival at divisional headquarters in English only to be a retrograde step. He also stated that the Force's General Orders and the *RCMP Quarterly* were still being published in English only.

The RCMP first emphasized that it was in a period of transition as regards the style and format of instructional material. This transition coincided with the implementation of bilingualism in the Force. The

RCMP was adopting a bilingual format for its publications, but the quantity of material to be translated was such that publication in the French language at the same time as in English had in many cases not been possible.

The RCMP indicated that it had fully intended to issue amendments to the new Administration Manual in the two official languages, but other priorities, coupled with the heavy workload of its translation unit, had caused lengthy delays. Frequently, during the time lapse, the approved directives were subject to revision because of changes in policy and procedures, and this brought about yet another cycle of re-editing, approval, translation, etc.

To minimize the problem and ensure that members were kept abreast of rapidly changing administrative requirements, urgent matters, etc., it was sometimes necessary, as a temporary measure, to publish new material initially in the English language only, with the French text following just as quickly as translation resources permitted.

The publication of General Orders in a bilingual format had been under periodic review since 1967. This weekly, internal and confidential publication dealt mainly with appointments, engagements, re-engagements, promotions, and discharges of members, and was mainly informative only to members regarding these activities. Priority had therefore been placed on providing bilingual operational manuals and forms. The publication of General Orders in both official languages would be considered as time and resources permitted.

The *RCMP Quarterly* was unique in that it was not printed or distributed with public funds and was not an official Force publication. Although the RCMP provided a very small staff and office space, the balance of funding was derived from subscription fees and advertisements. The publication contained occasional articles in the French language and it was anticipated that this policy would continue as long as suitable material was contributed to meet the interests of subscribers.

Finally, the delays experienced in the simultaneous publication of the Force's internal manuals and instructional material in both official languages were only temporary and should decrease gradually as revision of the Administrative Manual neared completion.

The Commissioner of Official Languages acknowledged that the expansion of institutional bilingualism within the Force placed a heavy burden on its translation unit and that priority should be given to

operational manuals and other documents required to support the needs of the French-language units of the Force at their main headquarters. He believed, however, that French-speaking members might question the firm determination of the Force to adopt a bilingual posture, when administrative documents emanating from RCMP Headquarters, after being first issued simultaneously in both official languages, were once more distributed in English only, with the French translation following weeks later, if at all.

He expressed the opinion that confidence in Force's intentions would be enhanced were it to implement without further delay a policy, consistent with Objective 8¹ of Treasury Board Circular No. 1971-21 of 9 March 1971, whereby documents which best imparted the general character of the Force would be issued henceforth simultaneously in both official languages. He supposed that such basic documents as the RCMP's Standing Orders and General Orders would be included in the list of these documents.

The *RCMP Quarterly*, which fulfilled such an important role both within and outside the Force, should also be bilingual, including the editor's contribution and a short summary of each article in the second official language. This would perhaps result in an increase in the number of articles contributed in the French language.

The RCMP replied that it was still impossible for it to publish all its administrative documents simultaneously in both official languages, the main difficulty being the overtaking of the translation facilities; the on-going rewrite of the Administrative Instructions contributed to this problem. However, the Force was continuously striving to surmount the problem, and good progress had been made towards increased simultaneous publication of administrative documents.

The Commissioner of Official Languages told the RCMP that this aspect of language of work would be taken into account by his Office's Special Studies team which was currently examining the implementation of the Act within the Force. (An account of that study appears above).

The RCMP had further replied that the recommendation concerning the *RCMP Quarterly* had been taken under advisement. It subsequently informed the Commissioner of Official Languages that the publication's editorial committee had decided to change it progressively into a bilingual format, starting with the July 1974 edition.

1. "To ensure that all internal communications of general interest to public servants, and for general circulation within government departments and agencies are prepared in both official languages."

A Member of the House of Commons asked the Commissioner to investigate a complaint which he had received concerning the rejection by the RCMP of an English-speaker's application to join the Force as a Special Constable for duty at the Ottawa International Airport. The applicant had told him that he passed three examinations but apparently failed the French test when asked to translate into English part of a French book. The applicant had told the RCMP interviewers that he was perfectly willing to undergo whatever training was necessary to fulfill the duties of his position.

The RCMP informed the Commissioner that its Ottawa Division had studied the complainant's application along with several others. Each application was handled in accordance with the RCMP's current selective recruiting procedures and several, including that of the complainant, were rejected.

The Commissioner of the RCMP assured the Commissioner of Official Languages that the complainant had not been discriminated against and that his linguistic handicap had not influenced their decision. The RCMP moreover indicated that it offered language training, when necessary, to Special Constables posted at the airport.

The RCMP stated also that it was conscious of its responsibility for engaging only the most qualified applicants so as to maintain a high level of service. Such decisions were made in the context of the best interests of the Force and of the applicants themselves. The Commissioner of the RCMP concluded his comments by stating that the complainant's application was studied by competent staffing personnel whose judgement had been that it would not be advisable to have him join the ranks of the Force.

The Commissioner informed the Member of the RCMP's reply and indicated that he had reached the conclusion that the complainant's application had been carefully considered and had been rejected because he did not meet the recruiting standards of the Force, not because of his lack of bilingual competence.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1880	Ottawa	A French-language cultural society was issued a receipt written in English.	Explanation offered
1944	Gatineau Park	Unilingual English-speaking officers were allegedly assigned to traffic patrol in the Park.	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1991	Sudbury	Signs in English only.	Rectified
2018	Ottawa	Unilingual English epaulettes of the constables on Parliament Hill.	Rectified
2043	Regina	Publicity in English only.	Explanation offered
2135	Ottawa	The initials "RCMP" on two trucks.	Rectified
2158	Rockcliffe (Ontario)	Unilingual English posters, signs and publications; centennial booth, "N" Division.	Explanation offered
2170	Saint-Saveur (N.-B.)	A French-speaker was questioned by a unilingual English officer following a traffic accident.	Explanation offered
2173	Cape Breton National Park	No bilingual services in the Park. No bilingual officer in the Ingonish detachment.	Rectified
2174	Rockcliffe (Ontario)	Names of streets in English only: "N" Division. In addition, the Division was identified in English only on a building.	Rectified
2185	Regina	Scant use was made of French during the ceremonies marking the RCMP Centennial.	Explanation offered
2204	Ottawa	Only the initials "RCMP" appeared on a list of emergency telephone numbers in the 1972 Ottawa-Hull telephone directory.	Rectified
2319	Regina	Mediocrity of the French on signboards and posters in the RCMP Museum.	Rectified
2346	Ottawa	Unilingual telephone reception one Sunday.	Explanation offered
2370	Ottawa	A unilingual English-speaker believes he cannot become a Special Constable because he does not know French.	Explanation offered
2559, 2566, 2592, 2615	Ottawa	Lack of commentary in French during the RCMP concert at the National Arts Centre.	Explanation offered
2886	Montreal	RCMP Centennial booklet available in English only.	Not justified
2936	Ottawa	Unilingual English-speaking officer at the Lester B. Pearson Building.	Not justified
3160	Montreal	Service provided in English only by an officer.	Not justified

SECRETARY OF STATE—"A Million Dollar Baby . . . In a Five and Ten Cent Store (?)"

EVALUATION

During the period covered by this report, 30 complaints were lodged against the Department. After investigation, three-quarters of these revealed contraventions of the Official Languages Act. Two complaints concerning the language used during an interview and errors in translation required recommendations, with which the Department quickly complied. As befits this venerable bastion of B and B orthodoxy, other complaints were also dealt with promptly and effectively.

COMPLAINTS

File No. 2504—Language of Interviews

A French-speaker alleged that the handling of a competition for a bilingual position in the Social Action Branch in Edmonton, Alberta, was "biased". Although he filled out a job application form in English, the complainant indicated that he preferred using French and requested that the interview be held in French.

He complained of being invited to the interview by telephone calls in English. He reported that the interview was actually conducted in English despite the presence of a French-speaker from the Social Action Branch in Edmonton. He added that no other member of the selection board was qualified to accurately assess what he had to say in French. Consequently, he believed that the decision the board made concerning him was unjust. To top it all, the reply from the Secretary of State Department informing him that he was unsuccessful was written in English.

The competition for which the complainant had applied was nationwide, which meant that the preparations for and the times of the interviews had been scheduled mainly on a decentralized basis. Although there were bilingual personnel working in all the regional offices of the Department of the Secretary of State, it sometimes happened, unfortunately, that the requirements of bilingualism were not observed.

The members of the selection board, who had been told of the applicant's language preference, had begun the interview in French, but had requested permission to ask him a few questions in English. As the complainant had a thorough knowledge of both official languages, he seemed quite happy to comply with this request. Moreover he was told that if he felt at a disadvantage, only French would be spoken.

The French-speaking member of the board, who represented the Social Action Branch, was available for the express purpose of meeting candidates for positions with this Branch. The complainant had been selected as a candidate for a position with the Social Action Branch because of his abilities and experience and he was assessed accordingly.

The board believed that the complainant was qualified to fill a position at a level lower than the one he had applied for, and his name was added to the eligible list. It was, however, unable to offer him a position because better-qualified candidates had accepted all the available positions.

The letter that was sent to the complainant informing him of the results of the competition should obviously have been written in French. The Department of the Secretary of State apologized for this error and for any inconvenience or doubt which may have resulted from it.

The Commissioner recommended that the Department ensure from then on that all its offices send notices of interviews and competition results in the candidate's official language when it was known and by using a bilingual format in other cases. This last procedure would meet all needs on all occasions.

The Secretary of State Department replied that it would respect the Commissioner's recommendation and that it would take the necessary steps to prevent a repetition of such incidents.

Later on, during a special study on the services provided by the Public Service Commission, the Commissioner recommended that the Commission make sure of the ability of all members of a selection board, whether or not they are members of the Public Service, to fully communicate with the candidate in the language of his choice. (An account of this special study appears in this report.)

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1730	Saskatoon (Saskatchewan)	Opportunities for Youth: a project officer asked French-speakers to describe their project in English.	Explanation offered
1958	Ottawa	A French-speaker received a parking permit in English.	Rectified
2066	Ottawa	None of the equerries or press officers assigned to the Queen's service during her visit to Canada could express himself in French.	Not justified
2087	Ottawa	The volume of material composed and translated by federal government agencies should be in proportion to the country's demographic composition.	Explanation offered

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2102	Lafontaine (Ontario)	The officer in charge of a project submitted by French-speakers was unilingual English.	Rectified
2190	Ottawa	Unilingual English sign.	Explanation offered
2206	Ottawa	Abbreviation in English only on statements of account issued by Opportunities for Youth.	Rectified
2214	Ottawa	A French-speaker received a receipt in English.	Explanation offered
2215	Ottawa	<i>Festival Canada</i> : French was not given equal consideration during a concert at the Astrolabe Theatre.	Explanation offered
2224	Thunder Bay (Ontario)	Unilingual English stamp.	Rectified
2393	Ottawa	An English-speaker who applied for a position as translator expressed doubts as to the examiners' objectivity.	Explanation offered
2453	Ottawa	Memoranda in English sent to a French-speaker.	Withdrawn
2501	Ottawa	Quality of translation services.	Explanation offered
2533	Ottawa	An English-speaker failed to obtain a position as a translator.	Referral
2554	Ottawa	A temporary employee lost his job because his position was identified as bilingual.	Explanation offered
2881	Ottawa	Letter in English sent to a French-speaking immigrant.	Rectified
3094	Ottawa	Texts in English only at an exhibition.	Rectified

STATISTICS CANADA—"Who (or where) is Sylvia?"

EVALUATION

The Agency's oracular but oscillating communiques on the cost of living index may give indigestion to those who can still afford to eat. Similarly, its performance index in regard to implementing our recommendations tends to fluctuate between the mildly soothing and the painfully upsetting—even though the agency settled with despatch all 13 complaints lodged against it. Readers will note from the evidence below that, despite some progress, Statistics Canada's achievement has not greatly improved since last year. One can also safely assume that,

at the time of the 1976 Census, many citizens will not receive service in the official language of their choice. Full equality of status for both official languages remained far from assured; it will not be assured until the agency clearly accepts, without technical or administrative pettifoggery, that demand for service in English and French exists throughout Canada.

Seven recommendations resulted from our first study of Statistics Canada completed in January 1972. By November 1974, the agency had implemented four, two concerning the Publications Programme and two the Information Division. Of the remaining three recommendations, two, covering certain census procedures and publicity, are destined to be put into effect by the time of the 1976 Census; one, dealing with the recruitment of bilingual census commissioners, still poses problems.

Our second study, completed in August 1972, led to 13 recommendations relating to the 1976 Census. In order to carry out the majority of these recommendations, Statistics Canada needed to accept and put into practice the principle that a sufficient and regular demand exists across Canada for service in both official languages. Although the agency stated in its response to our Office in November 1974 that Statistics Canada accepted this principle, it did not put it fully into practice in planning the implementation of these recommendations.

Service to the public in both official languages will be limited mainly to enumeration areas in proposed or proclaimed bilingual districts and to other enumeration areas with an official language minority of 10% or more. This constitutes, in effect, acceptance only in part of the main recommendation that Statistics Canada adopt the basic principle that the demand for service in English and French is nationwide. The 10% criterion does not provide sufficient flexibility. For example, official language minority communities which do not constitute 10% of the total population may, nevertheless, be reasonably large and may be spread amongst two or more enumeration areas in which the other official language predominates. Another argument for less rigidity is that, in more densely populated enumeration areas, large numbers of citizens may be deprived of service in their preferred official language.

Statistics Canada reported that it planned to implement most of the recommendations when undertaking the 1976 Census. In particular, it agreed to maintain records of questionnaires returned in each enumeration area based on the official language used by respondents, use respondents' chosen official language when additional information is required and include an examination of the implications of the Act in training programmes for census commissioners. It also agreed to provide service in English and French at Telephone Assistance Service centres, make available additional funds man-years as required for implementation of the Act, and apply to other censuses where applicable

the recommendations this Office made as a result of the second study. Statistics Canada plans, however, to use bilingual interviewers only in primary sampling units with an official language minority group of 10% or more. If the agency fulfils its proposed plans, a number of problems associated with earlier censuses will be avoided; some, however, will remain.

The first problem relates to hiring policies. The agency expressed its intention to hire bilingual census commissioners in all proposed or proclaimed bilingual districts and also in census commission districts containing 10% or more of an official language minority group. Bilingual census representatives will be recruited in all enumeration areas which had, at the time of the 1971 Census, a concentration of 10% or more of an official language minority group; pay incentives will be offered for relocation purposes. In enumeration areas in proposed or proclaimed bilingual districts with an official language minority group of less than 10%, every effort will be made to hire bilingual census representatives, though relocation incentives will not be offered. As a result of these hiring policies it becomes undeniably clear that some members of the public will be deprived of services in their official language.

This Office also recommended that where Census Representatives are not bilingual, a bilingual capacity be present at no higher level than the Electoral District to ensure equality of service in both official languages. The agency plans to allow Regional Directors to identify the best method of providing a bilingual capacity in their region.

The agency claims that owing to allegedly insuperable technical difficulties involved in using a bilingual questionnaire, a further difficulty relates to questionnaire distribution. Separate English and French questionnaires will be used in 1976. However, Statistics Canada intends to offer questionnaires in the individual's preferred official language only to respondents who are at home when census representatives call; it does not plan to leave questionnaires in both official languages when respondents are not at home, or make a second call as recommended. Census representatives will, however, make efforts to determine the respondents' preferred official language and, if this determination is incorrect, respondents may make a special request using the Telephone Assistance Service to obtain delivery of the questionnaire in the appropriate language. In addition, Statistics Canada has so far made no effort to reach groups and associations representing English and French-speaking members of the public to inform them of its plans for implementing the Act, though it envisages contacting French-speaking groups to explain the action it intends to take to ensure that publicity in support of the 1976 Census is available in the individual's preferred official language.

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1789	Ottawa	Grievances concerning an employee's pay and classification.	Assistance rendered
2049	Ottawa	Error in the translation of the letterhead on a bulletin from the Education Division.	Rectified
2286	Ottawa	Unilingual English stamps.	Rectified
2326	Ottawa	Mediocre quality of French in a letter.	Rectified
2373	Toronto	Telephone call in English to a French-speaking person.	Rectified
2408	Ottawa	A unilingual English-speaking interviewer telephoned a French-speaking person.	Explanation offered
2484	Ottawa	In a survey on highly skilled manpower, no mention was made of bilingualism as a job asset.	Withdrawn
2632	Saskatchewan	Unilingual English questionnaire sent to a French-speaker.	Explanation offered
2643	Ottawa	Poor presentation of a bilingual calendar.	Explanation offered
3038	Ottawa	Unilingual English census form sent to French teachers by the Education, Science and Culture Division.	Explanation offered
3085	Ottawa	Mediocre quality of French in a form letter and use of a unilingual English stamp.	Rectified
3105	Ottawa	Reply in English to a French-speaking person.	Rectified
3358	Ottawa	Memorandum distributed in English only by the Personnel Administration.	Rectified

SUPPLY AND SERVICES—"Tea for Two"

EVALUATION

Although the Department is well supplied with professionally-trained management units, its linguistic services to government clientele as regards furnishings and other provisions are not free of imperfections. Of the 31 complaints received against this Department in 1973-74, two led to recommendations in accordance with the Official Languages Act. In one instance, however, this Office believed that an on-site

visit was required to study the use of French as a language of work in an Audit Services Bureau in Quebec. On the whole, the Department's posture was upright, and rarely uptight.

COMPLAINTS

File Nos. 1911, 1912—"Please fill out in English"

Two employees of the Department informed the Commissioner that their parking permit application forms, which they had filled out in French, had been returned to them with the instruction "please fill out in English".

The Department explained that the clerk who had asked the complainants to fill out their forms in English had done so in order that these could receive immediate attention. The Department added that forms completed in French were translated into English before being submitted to the person in charge of assigning parking space.

The Commissioner recommended that the Department take appropriate measures to have forms filled out in French examined as is and that it avoid all possible delay due to translation, in order to provide equally efficient service in both official languages.

The Department replied that it had identified the position of parking assignment clerk as bilingual, thus ensuring service in both official languages. This would eliminate the delays which necessarily resulted from having material translated.

File No. 2166—Language of Work in Montreal

The complainant alleged that French-speaking auditors with the Department's Montreal Audit Services Bureau had not been given the opportunity to work in the official language of their choice. He stated further that most directives of a general nature were distributed in English only.

The Department replied that, in accordance with government policy, employees of the Bureau were free to communicate in the official language of their choice. However, as the Bureau provided a client-responsive service, reports had to be prepared and issued in the language the client department indicated.

The Commissioner believed that it would be useful if two members of his Complaints Service, accompanied by a departmental official, were to visit the Quebec Area Audit Services Office and later the Montreal Audit Services Bureau and to familiarize themselves with the organization of the operations of these agencies vis-à-vis the implementation of the Official Languages Act. The Commissioner's repre-

sentatives conducted a number of personal interviews and left a detailed questionnaire on internal and external communications, which was completed by employees and returned direct to the Commissioner's office.

After having studied the reports of his officers, the Commissioner thought it necessary to make the following recommendations, not merely to correct noticeable contraventions of the Official Languages Act but also to assist the Department in the implementation of a policy which better respected the equality of status and equal rights and privileges as to the use of the English and French languages in the Audit Services Bureau. He recommended that:

- 1) the Audit Services Bureau issue written instructions indicating clearly to all its employees in the province of Quebec that they can work in the official language of their choice;
- 2) the Department of Supply and Services, in co-operation with the Treasury Board, study the possibility of creating a French-language unit within the Montreal Audit Services Bureau;
- 3) all operational documents, notices, instructions, memoranda, letters and notes issued by the Audit Services Bureau Head Office and directed to employees in the province of Quebec be distributed simultaneously in both official languages;
- 4) the Audit Services Bureau Head Office advise client departments that, after a transitional period not to exceed 12 months, all audit reports prepared by its employees in the province of Quebec will be prepared in the official language preferred by the auditor concerned;
- 5) the Department, in co-operation with the Treasury Board, assess anew, before the end of March 1974, the language requirements for positions in the Montreal Audit Services Bureau in order to identify and designate more unilingual French positions and positions where either French or English may be used, especially but not exclusively at entry levels;
- 6) before the end of March 1974, the Department, in co-operation with the Treasury Board, identify and designate as bilingual such coordinating and supervisory positions as are required to permit effective communication in both French and English between Audit Services Bureau employees in the province of Quebec and Bureau Head Office;
- 7) the Audit Services Bureau consider the advisability of creating sufficient bilingual editor/reviser positions both at Audit Services Bureau Head Office and in the Montreal Audit Services Bureau with appropriate classification levels to prepare and implement programmes to improve the quality of documents prepared in French and English, to enable employees to retain or improve their mastery of their second official language, to discuss with employees and give advice on particu-

lar language problems related to the preparation of audit reports, and to assist directors and other staff in the preparation of bilingual documents and manuals;

8) all efforts be made to provide Audit Services Bureau staff in the province of Quebec with training and development programmes in the official language of their choice; and

9) the Department accelerate the pace of translation for the Cost Audit Manual and begin translating the General Audit Manual while ensuring always that all related amendments are issued simultaneously in both official languages.

The Department expressed reservations about the recommendations in the light of the Audit Services Bureau's statutory obligation to provide services to its clients on request.

It replied to each recommendation in turn as follows:

1) All personnel of the Department had been advised that they might work in the language of their choice.

2) The mix of what were expected to be continuing audits was such that this would be difficult, but the Department was continuing to study the problem.

3) All general communications would be issued simultaneously in the two official languages and communications with respect to specific audits would be in the language of the auditor assigned.

4) Since the Department intended to assign auditors to work in the language of their choice, reports would normally be prepared in the language of the auditor. In certain circumstances, the language of the auditee, that is to say the organization being audited, and the language of the client might be different. If this happened, the report would be translated.

5) In 1973, the language requirements of all positions in the Department were identified and schedules were prepared for the designation of these positions in accordance with the policy of the government concerning bilingualism.

6) As indicated in 5 above, the language requirements of all positions had been identified, taking into account the need to identify and designate as bilingual all co-ordination and supervisory positions, as required under the government bilingualism policy.

7) The Department was heartily in agreement with this recommendation and would be discussing the matter with the Treasury Board when its Estimates were being reviewed. On its own initiative, the Bureau had already established its own auxiliary language proficiency programmes in both Montreal and Ottawa with the resources currently available.

8) All training sponsored by the Bureau was being made available in both official languages.

9) This work was proceeding as expeditiously as the translation resources of the Socio-Economic Division of the Secretary of State Department allowed. Amendments to chapters already circulated in French were not issued simultaneously in both languages.

The Commissioner also brought recommendations five and seven to the attention of Treasury Board since it had a role to play in their implementation.

After lengthy discussions, the Board informed the Commissioner that the Montreal Audit Services Bureau would be declared officially a French-language unit and that headquarters in Ottawa would do all that was possible to ensure that it could communicate with its Montreal staff in French. A corollary to this was that bilingual capacity in Ottawa would increase in accordance with the time-table set out for the identification and designation of bilingual positions.

Treasury Board and the Department also agreed to assess anew the language requirements for positions in the decision to create a French-language unit. Following this reassessment, consideration would be given to the need for bilingual editor/reviser positions.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1885	Ottawa	Possible discrimination against French-speaking employees.	Referral
1894	Ottawa	Grammatical errors in a notice written in French.	Rectified
1928	Ottawa	No service available in French.	Withdrawn
2096	Saint-Joseph (N.B.)	Unilingual English signs.	Not justified
2097	Ottawa	Letterhead in English only.	Explanation offered
2127	Ottawa	Error in the French version of an identity card.	Rectified
2351	Ottawa	Unilingual English cover on shorthand notebooks.	Rectified
2376	Ottawa	Error in the French text of a folder.	Explanation offered
2473	Ottawa	Delay in the delivery of cheques printed in French.	Rectified
2486	Ottawa	Appointment of an imperfectly bilingual English-speaker to a position requiring the maintenance of contacts with three French Language Units.	Explanation offered

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2534	Ottawa	Unilingual inscription on a crown at the Cenotaph.	Explanation offered
2558	Hull	An English-speaker in a FLU wishes to improve his knowledge of French.	Assistance rendered
2590	Ottawa	Details of remittances given in English only.	Rectified
2873	Ottawa	Furniture loan form printed only in English.	Rectified
2884	Ottawa	Errors in the French of inscriptions on two trucks.	Rectified
2925	Ottawa	Family allowance cheques bearing the English courtesy title instead of the French sent to a French-speaking person.	Rectified
3010	Ottawa	Service in English only at the Central Travel Service.	Explanation offered
3097	Ottawa	Errors in French on a form.	Explanation offered
3150	Ottawa	Letter in English sent to a French-speaking person.	Rectified
3214	Ottawa	Unilingual English inscription.	Rectified

TRANSPORT—"Promises, Promises"

EVALUATION

In spite of serious continuing problems, the Ministry this year has shown a more positive and promising attitude toward the Official Languages Act. Most notably, the Ministry reacted quickly to this Office's 82 recommendations following a special study of MOT's Canadian Air Transportation Administration (CATA). It showed initiative in drawing up a preliminary plan for implementing these. However, four years after this Office made three recommendations to the Ministry (resulting from two relatively minor studies), only one, dealing with signs, approached full implementation.

Most of the 55 complaints received against the Ministry were directed, as in previous years, at the Air Administration. One finds it hard to understand how MOT, an institution interested mainly in transporting goods and people, could prove so immobile when it comes to complying with recommendations which, if applied to all airports under its control, could have avoided most of these complaints. As it was, travellers using airports continued to be irritated by infractions of the

Official Languages Act committed by concessionaire owners of restaurants, newsstands, car-rental firms, limousine services and parking lots. During the period under review, CATA was still inclined to act too slowly in reacting to criticism and, when it had decided to do so, it lacked vigour in implementing decisions.

On the positive side, it made real, if limited, progress that led to a greater use of French in documents related to pilots' licences, and to provision of the Flight Information Manual in both official languages. As a more general move toward change, the Ministry formed a Task Force on Bilingualism in Operational Communication.

All this is fine, if long overdue. But Parliament's wish for a Canada where Canadians can feel at home anytime, anywhere, will not be met until some hardly reluctant dragons in the Department's mandarinat come to accept, if only with the feigned glee of clenched teeth, the clear prescription of the Official Languages Act (Section 10) that travel should broaden not only the personality, but the principle of linguistic equality.

In the studies of the Ottawa and Toronto international airports, concluded in December 1970 and April 1971 respectively, the Commissioner made essentially similar recommendations. These related to signage, to services offered by concessionnaires and to use of the airport public address systems.

The Air Transportation Administration reported that it has almost completely realized its oft-postponed goal of making bilingual all internal and external signs for which it is responsible and which are visible to the travelling public at these two airports. However, certain signs along the approach road to the Toronto airport, which the Administration argues must at present remain only in English for reasons of traffic safety, will not appear in both official languages until the construction of a new airport access system has been completed late in 1977.

In November 1973, the Administration issued a policy statement concerning services provided by concessionnaires at airports under its control. This policy required that all printed and written material displayed or available to the public at the Ottawa and Toronto airports be produced in both official languages. Additionally, it demanded that concessionnaires "engage suitable bilingual personnel to provide service to the public in both official languages at all times" at Ottawa airport, and that they "engage *or train* (MOT's emphasis) sufficient bilingual personnel to provide a minimum of one bilingual employee on duty at all times" at Toronto airport. Although clauses containing these stipulations are to be inserted in all concessionnaire contracts, the Administration intends to take a lenient approach to ensuring compliance with its policy. Significant differences are therefore likely to exist between concessionnaires' formal obligations and their actual performance.

The Air Administration claims to follow a practice of paging members of the public in what is assumed to be their preferred official language—or in both if doubt exists—and has required that concessionnaires do the same. However, CATA maintains that it has no means of obliging the most frequent users of the Ottawa and Toronto airport public address systems, the airlines, to follow corresponding principles when making flight announcements or paging their customers. The Administration currently intends to attempt to achieve this result through persuasion.

SPECIAL STUDY—CANADIAN AIR TRANSPORTATION ADMINISTRATION

Several considerations led the Commissioner's office to conduct a study of the Canadian Air Transportation Administration.

As manager of all international and most domestic Canadian airports, the Air Administration is in daily contact, through either its employees or concessionaires, with a very large travelling public to whom it has clear duties under the Official Languages Act. As the agency responsible for regulating Canadian civil aviation, it plays a critical role in ensuring the safety of air passengers and pilots, both English- and French-speaking. As one of the largest organizations in the Public Service (employing approximately two-thirds of Transport personnel), it offers a wide range of career opportunities which French-speakers as well as English-speakers should be able to pursue in their preferred official language.

Two previous studies (Toronto and Ottawa Airports, 1971), subsequent follow-up work and a number of complaints to the Commissioner drew attention to certain difficulties which the Administration was experiencing in discharging its linguistic obligations. The team therefore decided to undertake a thorough review of Air Administration operations in order to examine the current status of all official languages policies and programmes aimed either at serving members of the public in the official language of their choice or permitting Administration employees to work in French as well as in English. To this end, all available documentation was carefully analyzed and 120 interviews were held with Administration managers, between November 1973 and March 1974, both at headquarters and at each of the six Regional Administration offices.

The team discovered that, at the time the Official Languages Act was passed, the Air Administration had made a promising attempt to

identify its obligations. It also took steps to establish a policy-making structure capable of translating these definitions into action. However, for a variety of reasons, this initiative failed: very few directives were issued and those produced were not sufficiently precise and specific. In recent years, the Administration has assumed an almost totally passive posture in regard to official languages policy-making, responding only when prodded by central agency guidelines or by recommendations from the Commissioner. Even then, its efforts have tended to be piecemeal.

This passivity has had consequences wider than the relative absence of effective programmes. Important administrative concepts concerning assumption of demand and the need for automatically offering services in both official languages have been improperly understood and Administration employees have received little information on either their duties in serving members of the public or their own legitimate expectations regarding language of work.

With regard to the Administration's dealings with its public, the team found that, outside the Quebec Region, written and oral communications of a general nature (telephone listing and answering, over-the-counter services, publications and correspondence) tend not to be regularly and equally available in both official languages. However, two important exceptions to this rule should be mentioned.

The team found that most forms for public use and virtually all airport signs had been made bilingual, on a national basis, by the time the study was completed. Significantly, it was observed that only in these two instances had the Administration applied its normal policy planning procedures, clearly establishing goals, identifying responsible managers and conducting periodic programme reviews.

The Administration has also made some progress in offering bilingual services to its more specialized publics. Tenders for construction and electronics projects are generally called by placing advertisements in French or in English as required in appropriate newspapers and trade journals; the linguistic preferences of the successful bidders are respected in issuing contracts at Headquarters and in the Quebec Region. Plans now exist to render the Administration's master specifications completely bilingual and make them readily available from a computer data-bank.

In addition, while the study was in progress, programmes aimed at solving two of the Administration's perennial and more intractable problems in providing service to the public were launched. The Directorate of Airports and Construction Services announced its intention to set up information booths at all international airports. These booths will be staffed at least partly with bilingual personnel to ensure that public information and concessionaire services are available in French and in English. Also, the Directorate of Civil Aeronautics took sig-

nificant steps towards recognizing French as an official language of aviation, first by authorizing its use in air-ground communications at five airports in Quebec and then by drawing up a long-term programme designed to provide all civil aeronautics publications in both official languages.

One problem faced by the Air Administration in attempting to serve its public adequately in both official languages is its relative lack of French-speaking personnel. In examining the Administration's internal structures, the team found this weakness reflected in the status of French as a language of work.

According to data presented to the team, only about 10% of the Administration's employees have French as their first official language. Given such a disparity between proportions of English-speaking and French-speaking personnel, it is perhaps understandable, if not excusable, that French is little used in day-to-day written and oral communication. The Quebec Administration is again an exception to the general rule, but only in respect to intra-regional communications. Most Quebec employees must deal with headquarters in English, even if they are members of French-language units.

The team also found that it would be possible to improve this situation considerably by creating the background conditions necessary to enable French to take its place beside English as a language of work in the Administration. For example, the Administration's own school, which is almost exclusively responsible for its employees' technical training, offers the great majority of its courses only in English. Moreover, a relatively small proportion of the manuals and work instruments used in the Administration are available in both official languages, and no clear programme exists for altering this state of affairs. Finally, outside the Quebec Region, French-speaking employees are not concentrated in numbers sufficient to support and promote work in their own language.

In order to assess these findings on the languages of service and the language of work, it is necessary to view them in their proper perspective. Air Administration operations are, to a significant extent, of a highly specialized, technical nature and carried out in fields which are presently "English-dominated", both domestically and internationally, in almost every respect. The scarcity of French-language resources in these sectors makes linguistic reform genuinely problematic. This difficult situation is further complicated by the fact that the principal goal of Administration activities is to ensure the safety of aircraft operators and passengers : there is often no margin for error, linguistic or otherwise.

The team encountered a tendency in the Air Administration to argue that these obstacles make compliance with the Official Languages

Act virtually impossible, and thereby to excuse deficiencies of performance. It may be argued that it is precisely the seriousness of these problems which necessitates a major reorientation of the Administration's approach to meeting the Act's requirements. Such difficulties can be overcome only if the Administration adopts a comprehensive, system-wide strategy for bilingualism, based on a solid analysis of its obligations towards its employees as well as towards resident and travelling publics, and centred on the creation of sound administrative structures for implementation and monitoring. This view is supported by the encouraging evidence, mentioned above, that good results have been achieved whenever such methods have been employed.

The Commissioner accordingly recommended that the Canadian Air Transportation Administration of the Ministry of Transport:

POLICY-MAKING PROCESS

(1) by 31 March 1975 and consistent with the ensuing recommendations, develop a coherent bilingualism plan which identifies all aspects of the Ministry's and the Administration's¹ obligations to its publics and to its employees under the Official Languages Act and articulates the procedures to be adopted in fulfilling them, identifying the responsible managers and coordinators and setting appropriate priorities, administrative goals and time-frames;

(2) establish an overall bilingualism coordinating structure within CATA having specific responsibility to promote and evaluate implementation of the above plan and report regularly to the Air Administrator on progress made so that he may always be in a position to take necessary corrective measures and so that the Ministry might inform the Commissioner of Official Languages of the current status of the plan;

(3) undertake an associated information programme with respect to

(a) the Administration management's awareness, at headquarters and across the country, of the obligation

—to ensure that members of the public are fully aware of their right to receive all Administration services in the official language of their choice;

—to ensure that such a choice is offered fully and automatically, on an institutional basis, and not merely available on specific request;

(b) the Administration's obligations

—to offer members of the Administration's public their choice of official language;

—to ensure that requests for service in the minority official language are relayed to linguistically competent staff;

(c) the recognition by the Administration management, at headquarters and across the country, of what constitute employees' legitimate expectations

1. MOT and Ministry, wherever they appear, mean the Ministry of Transport; CATA and Administration, wherever they appear, mean the Canadian Air Transportation Administration of the Ministry of Transport.

in the domain of language of work and the steps taken or proposed by the Administration to comply with the Official Languages Act in this respect;

(d) advising all employees of their legitimate expectations as to language of work and the provisions that the Administration has made or intends to make to ensure implementation of the Official Languages Act where internal use of French and English is concerned, consistent with equality of status as laid down in Section 2;

(4) in terms of all aspects of its institutional compliance with the Official Languages Act, formulate and distribute to appropriate levels of management a comprehensive manpower planning programme, covering the fields of recruitment, deployment, training, career development, etc., which takes into account the administrative requirements (a) to provide all service to its publics in the official language of their choice, and (b) to give its employees every opportunity to work and to pursue their careers in either or both official languages;

LANGUAGE OF SERVICE—GENERAL

(5) assign members of the Administration's bilingualism co-ordinating structure to undertake, on the basis of the present report, a systematic analysis of all pertinent aspects of public contacts, at headquarters and in the regions, to determine

(a) the kinds and degrees of public involvement concerned,

(b) the present and potential levels of requirements for service in either or both official languages,

(c) the existing institutional capacity to respond to such requirements, and

(d) all possible means of distributing the present capacity and developing future capacity with a view to ensuring equality of service to English- and French-speaking publics;

(6) clarify, consolidate and administratively articulate any existing policy statements on appropriate language of service to the Administration's publics, so that all employees are fully informed of their obligations;

(7) develop and promulgate to all Administration units across the country an administrative concept of presumed demand which makes clear that, in any service situation where clients and Administration personnel are not of the same official language group, the onus is on federal institutions, not on the public, to respect the official language preference of the other party to the transaction;

(8) allocate to a particular manager within each Regional Administration a specific functional responsibility for coordination and control of the implementation of all those aspects of the bilingualism plan which concern its operational or service functions;

(9) adopt and apply a policy whereby, at headquarters and in all Regions, there be a sufficient bilingual capacity at all major, face-to-face, public-contact positions to ensure that members of resident, general aviation, "industry" or travelling publics can be offered services in both official languages during all operating hours;

(10) formally approach the Department of Communications with a view to ensuring that all Ministry and Administration listings in telephone directories across the country be published in both official languages and that any federal government directories in use be also fully bilingual;

(11) ensure that, for all Administration offices across Canada, where a general inquiries number is listed in the public directory, (a) the office is identified at that number in both official languages, and (b) as necessary, the call is appropriately relayed to an employee with the professional and linguistic competence to respond effectively;

(12) where the Administration's offices do not publish in local directories a general inquiries number, take such steps as may be necessary to ensure that any in-coming call is channelled through personnel capable of identifying the office in both official languages and relaying requests for service to professionally and linguistically competent officers;

(13) wherever the Administration is in regular correspondence with members of the public, specifically canvass them as to their preferred official language and, for all other correspondence, adhere consistently to its declared policy of answering in the client's language or originating communications in the official language which seems most likely to suit the addressee;

(14) at headquarters and in all Regions, ensure that all units are provided with adequate bilingual transcription and/or revision services and material facilities (eg. bilingual typewriter keyboards, etc.) to ensure that the quality of French and English texts originated locally is in all respects equal;

(15) publish and distribute all outstanding unilingual public-use forms originating in MOT/CATA headquarters in appropriate bilingual format by 31 March 1975;

(16) immediately take an inventory of all forms originated in the Regions and ensure that all such forms in public use be issued in bilingual format by 31 March 1975;

(17) encourage members of the public making use of any national or regional form to indicate clearly the official language in which they would prefer subsequently to be served, either (a) by incorporating a language preference indicator in the design of each form or (b) by enclosing with each form an invitation to stipulate the official language of their choice;

(18) henceforth conduct all promotional, informational or educational efforts directed to the public in both official languages, to the extent of (a) providing equivalent literature simultaneously in French and English, (b) making any audio-visual material concerned equally available in both official languages and (c) where appropriate, making oral presentations and answering questions in French and English;

(19) ensure that all informational material in the form of pamphlets, brochures, posters, etc., which is displayed and distributed on MOT/CATA premises, and which is originated either in the Air Administration and other federal institutions, or by any other organization or person providing services to the public pursuant to a contract with the Ministry, be henceforth automatically available either in bilingual format or in equivalent French and English versions;

(20) take any steps which may be necessary to monitor the linguistic quality of such informational material in order to ensure that the information is equally well presented and free of error in both languages;

(21) take steps, whether directly, through the Department of Public Works or any other agency concerned, to render all MOT/CATA building identification signs, directory boards or office identification and directional signs fully and correctly bilingual by 31 March 1975;

(22) ensure that any other items such as calling cards, stamps, logos, letterheads, badges, decals, etc., which serve to identify MOT/CATA, its employees, vehicles, airplanes or other equipment be rendered fully and correctly bilingual by 31 March 1975;

(23) henceforth make all leases and contracts with MOT/CATA available in both official languages and specifically advise all bidding contractors of the availability of such documents;

(24) ensure that, where tenders are called through regular or trade journals, every effort is made to reach possible contractors of both official language groups equally no matter what Region(s) may be involved;

(25) henceforth ensure that all standard (i.e. repeatable) plans and specifications for tenders which are called nationally or across Regions where there are firms working in both official languages be automatically available in French and English and that those firms tendering are fully advised of their availability;

(26) in the case of less standard contracts, henceforth ensure that plans and specifications be available in either or both languages, according to the official language(s) used by the firms and/or their employees;

(27) whenever payment or receipt of accounts, purchase of material or equipment, tender calls, etc., cause the administrative or financial services of any headquarters or regional office to have dealings with individuals, clients or suppliers, such dealings be automatically conducted in the preferred official language of the public concerned;

(28) when headquarters or regional personnel offices are responsible for publishing competition notices directed to the public, or federal public servants of both official language groups, these automatically be distributed in both official languages (regardless of the linguistic requirements of the position) and, where public media are used, to any available daily, weekly or trade journal which may be published in the minority official language of that area;

LANGUAGE OF SERVICE—AIRPORTS AND CONSTRUCTION SERVICES

(29) henceforth adopt and apply a policy that, wherever there are public meetings, correspondence or legal communications related to the construction, expansion or modification of major (and especially international) airports, the Administration will put out all public documentation in both official languages and, where the attendance of a public meeting is likely to contain representatives of both official language groups, the Ministry or the Administration will be capable of making any presentation or answering any question in either language;

(30) in conjunction with any other appropriate federal institutions, complete the computerization of master specifications in both official languages by 31 March 1976;

(31) ensure that information booths at all international airports be staffed in such a way that services in both official languages are automatically, spontaneously and equally available on all shifts and during all operating hours;

(32) for all airport public address or other public information systems owned or operated by the Administration,

(a) ensure that all flight announcements are made in both official languages,

(b) when members of the public are being paged, by MOT/CATA or other agencies making use of these systems, make every effort to determine and use the required official language or, where this cannot be ascertained, to page in both official languages,

(c) to avoid contraventions of the Official Languages Act in this domain, expand and encourage the use of fully bilingual visual display systems for announcements and paging;

(33) ensure by 31 March 1975 that all permanent signs at airports controlled by the Ministry are fully and correctly bilingual and that any temporary signs which have been or may be put up on such premises are in both official languages;

(34) with respect to concessionaires and lessees of space or facilities on Ministry or Administration premises, by 31 March 1975 formulate a policy, devise and take all appropriate contractual and other steps and afford all necessary assistance whereby, at all international and national airports with scheduled services,

(a) on a first priority basis, all large corporate concessionaires or lessees (e.g. restaurants, news stands, car rentals, etc.) will henceforth offer all oral and written services in both official languages during all operating hours;

(b) all other smaller concessionaires (eg. one man or family businesses) will by 30 June 1975, and with the Ministry's financial and technical help, offer all written services in both official languages and also undertake, in the longer term and with whatever financial, language-training, manpower or other assistance from the Ministry may be necessary, to ensure oral services at all times at the earliest possible date;

(35) make the necessary approaches as soon as possible to all passenger airlines operating at airports controlled by the Ministry,

(a) to request them to begin to provide, on a phased basis, all written and oral ground services at those airports in both official languages (the Ministry furnishing to the Commissioner of Official Languages, at his request, reports on progress achieved);

(b) to notify them that, when present leases are renewed, such services will become a contractual obligation in all future leases;

(36) formally request, before 31 December 1974, any advertising agency under contract to the Ministry to take whatever steps are necessary to induce its clients to advertise equally in both official languages on airport premises controlled by the Ministry and provide the Commissioner, on request, with reports of progress achieved;

LANGUAGE OF SERVICE—CIVIL AVIATION

(37) immediately elaborate specific bilingualism policies in the areas of Telecommunications and Electronics (Radio Operators Service), Accident Investigation, Flight Operations, Airways and Air Regulatory services, detailing for each Region the extent of their application, consistent with the intent of the Official Languages Act that members of the public, however specialized, have access to equivalent federal services in the official language of their choice;

(38) with regard to Civil Aviation publications, ensure that

(a) the list of Civil Aviation publications be issued, in bilingual format, with clear indication, for each item, whether it is available in separate French and English versions, in bilingual format, or in one language only;

(b) progressively and in accordance with systematic priorities, all publications directed or available to the flying public be issued in both official languages and, wherever practicable, in bilingual format;

(c) future editions of all air regulatory documents such as Air Regulations, Air Navigation Orders and their amendments be issued automatically in bilingual format;

(d) all licence-type documents be available in bilingual format by 31 December 1974.

(39) provide that henceforth Accident Investigation branches, at headquarters and in the Regions, have at the investigatory and supervisory levels a bilingual capacity sufficient to ensure that witnesses' statements, whether written or oral, can be taken and recorded in either official language, at the client's choice;

(40) ensure that the Flight Operations Division offer all its visual and oral services in both official languages by 31 March, 1975;

(41) take all necessary steps, through its Aviation Security Branch, to ensure, on such a phased basis as will achieve the results by 31 December 1975, that any security agency dealing with the travelling public on MOT premises, whether directly under contract to the Administration or otherwise, be capable at all times of effecting such communications as it has with that public in both official languages;

(42) in consultation with the Department of Communications, clarify and reformulate the proficiency requirements for obtaining a Radio Operator's Certificate (Aeronautical) to make certain that they cannot be interpreted to exclude the use of French for radio communications;

(43) for Air Traffic Services,

(a) given the apparent *de facto* use of French in air-ground communications, immediately redefine its policy guidelines to authorize and regularize this practice at least for those towers or centres where it is a current and unofficially accepted procedure;

(b) complete its current canvas of pilots, operators, controllers, clubs, schools and associations, to determine actual and potential requirements for air-ground communications in either or both official languages in those Regions under scrutiny, and specify the extent of such services by 31 December 1974;

(c) conduct a similar survey of requirements in other Regions across the country by 31 December 1975 and specify the extent of air-ground communications to be available in both languages accordingly;

(d) ensure that all other air traffic services, such as the filing of flight plans or dispensing of meteorological or other information, be automatically and equally available in both official languages, whether provided in writing, by telecommunication or face-to-face, wherever the aviation public to be served is composed of both official language groups;

(44) ensure that, wherever Radio-Operator stations or Air Traffic Services provide meteorological or general information to resident or flying publics composed of both official language groups, they have the capability to offer all such services in both official languages;

LANGUAGE OF WORK—GENERAL

(45) clearly define the degree of its proposed compliance with the spirit and intent and Section 2 of the Official Languages Act as they affect languages of work, as well as compliance with any government or central agency objectives and guidelines touching that subject; determine in precise terms the extent of its present compliance in practice, and elaborate specific, time-structured and measurable programmes to make up the remaining deficiencies;

(46) elaborate and publish to all employees the operational guidelines within which they may legitimately expect to work in the official language of their choice, together with any measures the Administration is taking to enlarge or improve opportunities of this kind;

Availability of Resources

in order that, in the Administration as a whole, the deployment of employees who regularly use French as a working language, by Region, occupational group and operational component, (i) increasingly afford access to equivalent employment to both official language communities and (ii) promote a more exact relationship between the extent to which French is used in the Administration and the number of employees whose "First Official Language" is French;

(47) through the bilingualism coordinating structure, establish a study group, representing both operational and service areas, to explore systematically and report to that structure on

(a) available or potential French terminological resources in those professional and/or technical domains which concern the Air Administration;

(b) the extent and accessibility of French-language professional and/or technical training in relevant operational areas through educational programmes outside the Public Service, wherever they may be located;

(c) the actual or possible availability to the Air Administration of graduates or recruits from such French-language programmes as those considered in 47 (b);

(d) the actual or possible availability in the aviation industry at large of competent professional or technical staff experienced in or capable of working in French;

(e) the measures required to convert the initial or advanced technical programmes provided by the Air Services Training School to the extent necessary to afford recruits or employees of both official language groups equal access to equivalent training in the language of their choice;

(f) provision in all operational areas of competent and authorized technical revision of translated documents to ensure uniformity, accuracy and reliability of the published texts;

(48) coordinate the work of such a study group to the fullest possible extent with the resources of the Translation Bureau of the Department of the Secretary of State in order to promote maximum uniformity and reliability of all technical translation in the relevant aviation fields;

(49) on the basis of the kinds of analysis recommended in 47 and 48,

(a) thereafter step up recruitment of professionally qualified personnel capable of working in French, in all operational and service areas;

(b) further encourage, in every way possible, officially French-speaking employees and their bilingual English-speaking colleagues to extend the operational use of French in internal oral and written communications;

(c) ensure that, by 31 December 1975, the Air Services Training School is comprehensively equipped to provide all technical training in both official languages and to offer equivalent development opportunities to recruits and employees of both official language groups;

(d) progressively and in accordance with systematic priorities, provide all units at the Administration where employees are called upon or might prefer to work in French with the terminological reference material and other documents or facilities necessary to ensure uniform and reliable use of that language;

(50) devise detailed manpower plans whereby, to the maximum extent which is operationally feasible, employees and recruits of both official language groups enjoy unilingual access¹ and equivalent mobility and career opportunities without thereby sacrificing the prerogative to use their preferred official language for purposes of internal communication;

In-house Personnel Services in Headquarters and the Regions

(51) accurately and regularly determine the official linguistic preference of employees who wish to be considered for in-house or other non-technical, professional² training programmes;

(52) ensure that employees of both official language groups genuinely enjoy equal access (as to location, subject matter and incidence of courses) to non-technical training of equivalent quality in their preferred official language;

(53) make any representations to the Staff Development Branch of the Public Service Commission which may be necessary to fulfil 52 above;

1. "Unilingual access" may be taken to mean that, to the extent that there are no impossible overriding operational constraints, qualified applicants from both official language communities should have equal opportunities to join MOT/CATA without a prior knowledge of their second official language.

2. i.e. training not offered by or through the Air Services Training School or the Public Service Commission Language Bureau.

(54) make certain that, to the extent which this is not yet the case, all staffing procedures, staff relations or other personnel services henceforth fully respect the known or anticipated language preferences of employees (See also 4 (b));

(55) evaluate the impact of the second language training so far undertaken as to its functional effectiveness as a means of increasing the use of French as a working language, specify plans and administrative steps to be taken to augment such impact and devise the requisite procedures and controls to ensure that employees systematically exploit acquired skills for purposes of internal communication;

Work Instruments

(56) see to it that all current and future policy directives, informational and administrative documents for general internal distribution are put out in a fully bilingual format (or, where this is not feasible, simultaneously in both official languages);

(57) take inventory of all internally generated technical and procedural manuals, establish their actual linguistic status and lay down clear priorities and time-frames to ensure that all such manuals and their amendments are fully available, appropriately distributed and up-to-date in both official languages not later than 31 December 1976;

(58) likewise determine the current linguistic status of all internal-use forms and ensure that, within the same priority framework, all those which may be used by employees of both official language groups are available in bilingual format by 31 March 1975 in the case of national forms, and by 31 March 1976 in that of regional forms;

(59) systematically explore with Canadian or foreign manufacturers, as well as with the United States Federal Aviation Administration, the actual or potential availability, in French and in English, of all maintenance and operating manuals for aircraft or other equipment used or serviced by employees, formulate by not later than 30 June 1975 a comprehensive policy position as to the short- and long-term possibilities of providing such manuals in both official languages to relevant employees and take whatever action may be necessary to develop and/or distribute such work instruments with the least possible delay;

(60) move immediately to ensure that all relevant data-processing facilities have the capacity to handle incoming information and produce appropriate print-outs in both official languages;

(61) to the extent that recommendation 60 cannot be implemented in the short term, ensure that the necessary bilingual personnel capacity is available at computer input and output points to relieve French-speaking employees of all unwarranted translation tasks by 31 March 1975;

(62) ensure that the acquisition and access policies of the Ministry's Central Library begin immediately to reflect the bilingual requirements of the Administration's personnel and that the Central Library develop and implement the following objectives:

(a) to ensure that all appropriate French-language reference material commercially or otherwise available be acquired without delay;

(b) to obtain and exercise functional control as to the language balance of reference works acquired by satellite units;

(63) to the extent that this is not yet the case, provide all organizational components having any internal requirement to work in the French language with all indispensable office equipment, such as stamps, typewriters, etc., which have the necessary bilingual characteristics;

LANGUAGE OF WORK—SPECIFIC

(64) as soon as the full provision of appropriate training and procedural manuals reasonably permits, promote the use of both official languages for internal operational administrative communications in Air Traffic Services and Telecommunications;

(65) immediately ensure that all necessary procedural instruments, regulatory documents and amendments such as Class II NOTAMs, Air Regulations, manuals, etc., which are currently produced in both official languages are automatically and simultaneously distributed in French and English to all operational units, in the Quebec Region or elsewhere, which employ French-speaking personnel;

(66) immediately undertake or complete the translation and distribution of all internal instruments, such as the Planned Investigation Program guide, Engineering and Inspection Manual, Accident Report Form and Manual of Procedures, etc., required by French-speaking employees in the various branches of the Civil Aviation Directorate;

LANGUAGE OF WORK—ORGANIZATIONAL STRUCTURES

(67) review the feasibility of establishing formal and informal organizational structures which can and do regularly and primarily work in French, at all hierarchical levels, at Ottawa headquarters and in the Atlantic, Quebec and Ontario Regions, and lay down a practical time-frame and procedural framework for the development and promotion of such units by 31 March 1975;

(68) take all necessary steps to ensure that, in specific operational and service areas, on a systematic basis, headquarters components in regular oral and written communication with any regional units working primarily in French have the capacity to conduct both operational and administrative exchanges in French without resort to translation;

(69) clarify for the benefit of existing units working primarily in French (in Air Traffic or other services) their current terms of reference for internal *operational* and internal *administrative* communications and clearly articulate for those units any long- and short-range plans to bring such communications into fuller compliance with the spirit and intent of the Official Languages Act by 31 January 1975;

(70) provide units having any requirements to work in French with all internal and support instruments in French and, on a priority basis, ensure that units working primarily in French are so equipped by 31 March 1975;

(71) apply the principles involved in all of the above recommendations, as well as those practices which are appropriate, to all Ministry administrations and agencies with public contacts and all internal working situations where employees of both official language groups are or may be involved;

PUBLIC AFFAIRS

(72) ensure that henceforth, irrespective of origin, all press releases and other information destined for publication through the available media be automatically and simultaneously distributed in both official languages throughout Canada by 30 December 1974;

(73) in view of the existence in all the Regions in which the Ministry operates of French-language communities and media, Public Affairs units in all Regions have the capacity to provide oral and written services in both official languages by 30 December 1975;

(74) ensure that henceforth all public documents or audio-visual material relating to "special events" such as exhibitions, displays, openings or presentations be entirely, automatically and simultaneously available in both official languages;

(75) make certain that all informational material on airport services, or any other information from federal institutions, to be displayed or distributed at the airports in question or elsewhere be automatically available in bilingual format;

(76) ensure that the "Transport Canada" magazine henceforth fully reflect the bilingual composition of MOT personnel by publishing all articles in both official languages under one cover;

(77) in line with recommendations 74, 75, and 76, engage as soon as practicable a sufficient number of French-speaking or adequately bilingual officers and copy-writers to ensure that an increasing amount of published material is *originated* in both official languages rather than translated from one, whether it be destined for the public or Ministry personnel;

(78) wherever possible, to avoid problems of stocking, supply, display or distribution, produce all published material in bilingual format;

(79) where Public Affairs is responsible for mailing information in separate official language versions to members of the public whose linguistic preferences are not known, it henceforth take the precaution of sending both English and French versions of the material concerned until the client's choice is reliably ascertained;

(80) be at pains to ensure that the quality of any text produced or functionally controlled by Public Affairs is consistent with the equal status of the two official languages required by the Act.

GENERAL RECOMMENDATIONS

(81) in implementing this report's recommendations,

(a) not jeopardize the job security and career opportunities of Ministry or Administration personnel;

(b) maintain close liaison and consultation with its employee's unions and associations;

(82) maintain close liaison and consultation with professional associations and other groups, representing its publics, with a view to encouraging their active support for the recommendations contained in this report.

COMPLAINTS

File No. 1572—Transport Development Agency

A French-speaking federal public servant drew the Commissioner's attention to an advertisement for a position with the Transport Development Agency in Montreal. The poster specified that a knowledge of English was essential, but made no reference to a knowledge of French. The correspondent believed that a knowledge of French was just as essential as a knowledge of English in view of both the nature of the functions described in the poster and the location of the position.

The Ministry first replied that although the position was located in Montreal, the incumbent would be working most of his time outside the province of Quebec. Moreover the Ministry had been awaiting the Treasury Board guidelines on identification and designation of bilingual positions, after which it would be able to make a decision on the matter.

The Commissioner pointed out that the functions of the position as described in the poster included participation in a great diversity of studies and presentations dealing with government, university and business organizations which constituted a "public" of the Department, within the meaning of the Official Languages Act, that was entitled to be served in the official language of its choice. In addition, the incumbent would supervise personnel that included French-speaking staff who were entitled to work in their own language and to communicate with their superiors in their own language. For these reasons, the Commissioner recommended that:

- 1) the Department of Transport review the matter of language requirements for the position in question, bearing in mind Section 39 (4) of the Official Languages Act; and
- 2) a new competition poster and advertisement making knowledge of both official languages an essential requirement be issued annulling and replacing the advertisement published on 14 December 1972.

The Ministry agreed that the incumbent of the position required a knowledge of both the English and French languages, then presented a number of extenuating circumstances to justify why the position had been advertised as requiring only a knowledge of English. The Transportation Development Agency was a new organization which, because of its highly technical functions, its research orientation and its location,

the Ministry had had great difficulty in staffing. The competition, advertised nationally, had attracted 14 applicants of whom only two were sufficiently qualified to be interviewed and only one possessed the qualifications required. Consequently, the Ministry was anxious to confirm the appointment of the candidate selected, who would of course be placed on language training at the earliest possible date.

The Commissioner replied that if it were urgent for the incumbent to be on the job, as the Ministry had stated, it appeared that "the earliest possible date" at which he could take language training was likely to be delayed for some time, nullifying, for all practical purposes, the existence of a bilingual capability in the position. The Commissioner did not discount the difficulty of finding a qualified bilingual candidate, particularly since the Ministry claimed to have located the unique person qualified for the job. He offered his congratulations on this stroke of good fortune.

The Commissioner avowed that since he had been somewhat slow in replying to the Ministry's first reaction he was ill-placed to try to insist that his recommendations be adhered to. However, he recommended the Ministry to observe the letter, spirit and intent of the Official Languages Act in any future similar appointments by designating such positions as bilingual and by doing its utmost to staff the positions with personnel who were bilingual as well as otherwise qualified.

Some weeks later the Ministry advised the Commissioner that the candidate selected had accepted alternate employment, that the position had been designated as bilingual and that the Public Service Commission was seeking to fill it. The Ministry further enlarged upon the Transportation Development Agency's staffing difficulties and its efforts to achieve bilingual capability through language-training programs and recruitment of bilingual staff at all levels.

The Commissioner informed the Ministry that he appreciated the difficulties encountered in staffing the new organization with bilingual personnel and was pleased to note the Ministry's resolution to continue its efforts to ensure that the public obtain services from, and could communicate with, employees of the Agency in both official languages. He asked to be kept informed of developments.

Five months later the Ministry informed the Commissioner that it had located four persons who were sufficiently qualified to justify an interview and that it would let him know the results as soon as a decision had been made.

In due course the Ministry informed the Commissioner that the position had been filled by a person who had passed the Public Service Commission's language knowledge examination and had been declared bilingual.

File No. 1848—Limousine Bus Service in Ottawa

A French-speaking traveller objected to the fact that buses used to provide limousine service at Ottawa Airport were identified only in English with the word "Airport". Since the owners of these vehicles were operating this service on behalf of the Ministry of Transport, the complainant asked the Commissioner to see if he could get the Ministry to have the French word "Aéroport" inscribed on the vehicles.

The Ministry explained that the limousine service was provided by the Blue Line Taxi Co. Ltd., a licenced operator and owner of the vehicles in question. The Ministry added that the company had been made aware of the complaint and would be making the necessary arrangements to have all buses serving Ottawa International Airport on a regular basis marked with bilingual signs.

The Commissioner was pleased with the action taken by the Ministry and was about to close the file when he received a telephone call from the President of the Blue Line Company. The case then proved to be a good illustration of some of the problems encountered by government contractors who have not been made aware of their duties with respect to the Official Languages Act.

The President of the Blue Line Company stated that his company had recently expanded its airport service at the request of the Ministry. Eight new buses had been ordered, four of which were already in service. He stated that having the bilingual lettering done on his vehicles would cost his company \$700.00 for each of the four buses already in service in view of the need to have them virtually repainted. To this he added the loss in "down-time" while the buses were taken out of service to have the repainting done. The President made it clear that, had his company been informed of the need for bilingual lettering before or at the time the buses were ordered, the whole procedure could have been carried out at relatively low expense.

Since he did not really understand why his company was suddenly obliged to have the lettering done, the President asked for explanations. The Commissioner pointed out that since the Blue Line Company was engaged in providing services to the travelling public on behalf of a federal department, it was obliged to provide these services in both official languages by virtue of Section 10 (1) of the Official Languages Act.

The President accepted this obligation but stated that he believed his company should have been informed long ago of its duties under the Official Languages Act by the Department of Transport.

The Commissioner agreed with him and recommended that the Ministry immediately undertake to inform all its concessionaires engaged in providing services to the travelling public on its behalf (in

all cases where this had not yet been done) of their duties with respect to Section 10 (1) of the Act.

Several months later the Ministry informed the Commissioner that upon promulgation of its Policy and Guidelines for concessions, a letter was sent to the regional offices requesting that the requirements be brought to the attention of the concessionaires. Upon learning this, the Commissioner closed the file.

File No. 2308—Pickering

A French-speaker complained that documentation now available on the proposed Pickering airport is only in English.

On the basis of statistical data in the 1971 census the Ministry replied that in the Metro Toronto region there were 165,115 French-speakers or bilingual persons, in a total population of 2,628,125, and that of this number only 20,580 ordinarily spoke French at home. It also noted that Toronto was not a federal bilingual district within the meaning of the Act.

The Ministry stated that to date it had received only one request for general documentation in French which it had been unable to satisfy. Further, the Ministry had been able to reply in the language of the correspondent to all other requests for information made in French and dealing with a particular aspect of the airport.

Finally, it assured the Commissioner that the group responsible for the Toronto airports project had at its disposal a number of brochures translated into French, and a French version of the other brochures would soon be published.

The Commissioner stated that in his opinion the statistical data from the census could be regarded as one of the criteria for determining the demand for bilingual services, but other factors should also be considered. Complaints in themselves were an indication of demand, and the offering of bilingual service on a trial basis often disclosed the existence of previously unsuspected demand. Finally, in the present case, the Ministry had acknowledged that a number of persons had requested information in French, which was clear evidence of such a demand.

Further, in the case of major projects such as the Pickering airport, demand should not be determined solely on the basis of the local population. In fact, requests for information might come from various parts of the country, as was indicated by the present complaint, which had been filed by a resident of the National Capital Region.

Accordingly, the Commissioner recommended that any documentation on the proposed Pickering airport likely to be made public be issued in both official languages, and that steps be taken immediately to translate existing documentation as soon as possible.

After discussions with the Commissioner's representatives the Ministry advised him that since very little documentation had been requested in French, since the publication of unilingual material had caused very little complaint, and since translation would involve considerable cost and a lengthy period of time, it had decided not to have translations made of certain material of a highly technical nature, prepared by specialist personnel solely for their own use. In addition, the Ministry would attempt to meet specific requests for technical documentation in French so far as possible. Finally, in the view of the Department this solution was in accordance with the Official Languages Act.

The Commissioner felt the Ministry's solution was a reasonable one; however, he advised the latter he would have to investigate any complaint arising out of this procedure and related either to language of work or the distribution of unilingual material to the general public.

File No. 2468—English in Large Letters

A French-speaker visiting Vancouver was surprised to see that the signs at the airport, although bilingual, had the English in large letters and the French in very much smaller letters. She wondered if this was because one of the official languages was more equal than the other.

The Ministry told the Commissioner that it was aware that the signs, although bilingual, did not conform to the standards it set out in its *Manual of Uniform Traffic Control Devices*. It was, however, giving first priority to the conversion of unilingual signs and would start replacing non-standard bilingual signs after March 1974.

The Commissioner was unable to obtain a clear indication of when the replacement would be made at Vancouver. He therefore made the recommendation that all bilingual signs at the Vancouver International Airport should give equal prominence to the two official languages. He further recommended that signs which did not do this should be replaced by 1 June 1974.

The Ministry informed him that the work would be done by mid-June and later informed him that the signs that had given rise to the complaint had been changed.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1238	Ottawa	Poster advertising the availability of the <i>VFR Chart Supplement</i> is in English only. The publication is also available in English only.	Explanation offered
1281	Toronto	Unilingual-English receipts still in use at Toronto International Airport.	Rectified
1609	Dorval (Quebec)	French text of signs leading to airport are in larger type than the English text.	Explanation offered

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1709	Timmins (Ontario)	Unilingual signs at Timmins Airport.	Explanation offered
1716	Ottawa	No French-language course in Records Management.	Rectified
1903	Earlton (Ontario)	Unilingual interior signs at Earlton Airport.	Rectified
1947	Ottawa	Unilingual signs at Ottawa Airport.	Rectified
1989	Toronto	Airport restaurant at Toronto International Airport uses unilingual-English receipts.	Rectified
1999	Toronto	Unilingual signs at Terminal 2 at Toronto International Airport.	Rectified
2026	Ottawa	A French-speaker receives a written communication in English.	Rectified
2028	Montreal	A French-speaker receives a student glider pilot permit in English only.	Rectified
2045	Regina (Saskatchewan)	Bilingual sign containing an error in spelling in the French text.	Rectified
2065	Montreal	Signs on Murray Hill buses unilingual English.	Rectified
2079	Toronto	Signs at new Terminal 2 at Toronto International Airport are unilingual.	Rectified
2140	Ottawa	A French-speaker is unable to leave a message for a passenger at Uplands Airport.	Explanation offered
2151	Fredericton (N.B.)	Lack of simultaneous translation at public inquiry.	Not justified
2252	Quyon (Quebec)	Unilingual-English signs on ferry.	Rectified
2253	Sept-Iles (Quebec)	A pilot is told to speak English by an air traffic controller when landing at Sept-Iles.	Explanation offered
2263	Toronto	French versions of 2 pamphlets unavailable at Toronto Airport.	Rectified
2279	Dorval (Quebec)	Unilingual-English rubber stamp used on a cheque by a restaurant at Airport.	Rectified
2335	Ottawa	Unilingual-English stamp on envelope.	Rectified
2368	Toronto	Unilingual signs at Toronto Airport.	Rectified
2485	Montreal	Unilingual-English stamp used on departmental envelopes.	Rectified
2517	Ottawa	Pilot license with unilingual-English text.	Rectified

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2628	Ancienne Lorette (Quebec)	Unilingual-English bill at a restaurant at Airport.	Rectified
2652	Montreal	Difficulties arising because of a transfer to a new job.	Withdrawn
2711	Montreal	English-speaker is offered a French-language menu at Montreal Airport.	Rectified
2731	Ottawa	List of central library accessions takes little or no account of books published in French.	Rectified
2868	Ottawa	Important positions in a section of the Department are all occupied by English-speakers.	Withdrawn
2955	Ottawa	English version of documents produced by pilotage authorities not available.	Not justified
2980	Ottawa	"Flight Information Manual (1974)" available in English only.	Rectified
2989	Ottawa	Press releases received in English only by the librarian of a French school.	Rectified
3066	Ottawa	Telephone service available in English only.	Rectified
3096	Ottawa	Alleged irregularities in the drafting of pilotage regulations.	Referral
3147	N.S. N.B.	Some safety instructions on Cape Tormentine/Borden and Woods Island/Pictou ferries are in English only.	Rectified

TREASURY BOARD—"The Great Pretender" (The Platters, of course)

EVALUATION

Where else can courtiers seduce one another by means of Memoranda to Cabinet? Whether or not consummation invariably occurs, 'tis the art that truly matters. A parade of administrative reorganizations, a roundabout of monographs, the dragooning of consultants—all this makes a brotherly bureaucratic observer just a little giddy with envy.

Not with envy but with admiration, however, one must note that this busy activity is far from vain. There are signs, indeed, that we are finally entering the Year of the Treasury Board Secretariat. Its Official Languages Branch has strengthened its leadership vis-à-vis departments

(for whose management of "bilingualism" it is responsible), clarified objectives and begun to think seriously about monitoring reform. Tangible results should begin to appear in the next 12 months in the form of policies (notably on language of work), programmes and definite procedures to implement more fully the Official Languages Act.

If one relies only on the veiled comments the Secretariat sent this Office in response to requests for following up our special study recommendations (made as a result of a complaint from the editor of the Montreal newspaper Le Devoir), it would appear that only 5 out of 19 have been implemented fully, and 3 partly. As for the other 11, we have heard nothing. We hope that next year, the Year of the Secretariat, will produce results more befitting its leadership role.

The above-mentioned special study was not intended to examine the status of the official languages within the agency itself, but rather to evaluate the Treasury Board Secretariat as a public service employer and administrator in the area of the official languages, and thus to appraise the effectiveness of the measures taken by the Secretariat to ensure that the Official Languages Act is respected by federal departments and agencies.

Among the activities the Secretariat informed us about are the reorganization and increased importance of the Official Languages Branch, the measures provided for in Circular 1973-88 to ensure respect for the Official Languages Act in carrying out the identification and designation of the language requirements of positions, and the efforts of the Administrative Policy Branch to comply with the Act in its directives. Finally, Treasury Board provided this Office with detailed statistics concerning the identification of the language requirements of positions.

Unfortunately, the Secretariat's zeal is tempered with excessive moderation and a tendency to procrastinate; and while it "studies" many problems with a certain perseverance, the goal is far from being reached, as can be seen from the proliferation of verbs in the future tense when it lists its "accomplishments". For it must be admitted that no concrete action has been taken in support of its intention to deal with the second part of the Resolution of Parliament of June 1973, although the Official Languages Branch states that a policy on the language of work will be announced shortly, and the Administrative Policy Branch will soon take important measures relating to the Federal Identity Programme. On the other hand, there is nothing to indicate that the Secretariat has monitored implementation of our recommendations to the federal departments and agencies, in spite of the fact that it regularly receives these recommendations through the Clerk of the Privy Council.

Our recommendations dealt with two other important subjects. First, four recommendations concerned the establishment of updated procedures for implementing the objectives set out in Circular 1971-21 of March 1971, the most complete statement of objectives issued to date by the Secretariat; these recommendations seem to have remained in limbo. Second, with regard to the identification of the language requirements of positions, we had recommended several measures that the Secretariat seems not to have taken into consideration. Finally, three recommendations concerning the language of work are still awaiting action.

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1870	Ottawa	Lack of language training for wives of lower-ranking public servants.	Explanation offered
2048	Ottawa	Government departments unable to receive TELEX communications in French.	Explanation offered
2274	Ottawa	Errors in the French text of the Treasury Board's guidelines on the Official Languages in the Public Service.	Explanation offered
2378	Ottawa	Inconsistencies in the English text of the Treasury Board's guidelines on the Official Languages in the Public Service.	Explanation offered
2460	Ottawa	Partly bilingual form bearing a unilingual English heading and completed in English only sent to a French-language association.	Rectified
2552	Ottawa	Parts of Treasury Board form 360-5 worded ambiguously.	Referral
2579	Ottawa	Some public servants taking language training are reimbursed for excursions during courses.	Referral
2594	Ottawa	Bilingual public servant using both languages in his work does not receive the 7% bonus.	Referral
2600	Ottawa	Alleged irregularities in a competition due to lack of information about the staffing of bilingual positions.	Referral
2956	Ottawa	Successful candidates for bilingual programme analyst positions are unilingual English-speakers.	Referral
3111	Ottawa	Poor quality French on French version of a circular on the distribution of pay cheques.	Rectified
3211	Ottawa	A letter in English was sent to a French-speaker.	Not justified

UNEMPLOYMENT INSURANCE COMMISSION—"Can You Give It All To Me?"

EVALUATION

The Commissioner and his colleagues look forward to the day when the absence of linguistic complaints will entice them to collect the many benefits the Unemployment Insurance Commission offers. However, this Office is obliged to report that it received 37 complaints over the past 21 months, to which UIC's reaction was satisfactory, though occasionally slow. The Commission offered explanations and corrective measures for all of them. In only one case did this Office find it necessary to make a recommendation.

The UIC reported in December 1974 that it had made substantial progress towards implementing all 15 recommendations of our special study completed in August 1973. Despite some problems in providing service equally and automatically in both official languages, it had taken short- and long-term measures to correct the situation and was continuing its efforts towards complete implementation.

The Commission reported that, from early in 1973, an Official Languages Branch with regional representatives in Moncton, Montreal, Belleville and Winnipeg had been coordinating, administering, evaluating and monitoring all official languages programmes. The Commission had kept its employees informed about these programmes by providing them with Treasury Board directives, UIC guidelines and information sessions at head, regional and district offices. In addition, an audio-visual information programme was being developed for employees.

With respect to its staffing programme, the Commission had carried out Treasury Board's instructions for identifying and designating the language requirements of positions. Within this context, it had viewed and revised its classification and staffing procedures as an initial basis for taking into account, within an operational context, certain requirements of the Official Languages Act. For example, at least two officer positions in each UIC district office were identified as bilingual as a step towards ensuring service to the public in both official languages throughout Canada. The UIC admitted, however, that automatic provision of services in English and French was still confined to areas such as Quebec, where traditionally the demand for them had been high. Elsewhere, the Commission was dependent on the eventual development of bilingual personnel through language training. Part of the Commission's current policy was to recruit bilingual casual or term employees to replace personnel on language courses.

On the question of providing bilingual services in person or by telephone, the Commission reported that it had taken measures to ensure

that bilingual personnel were appropriately deployed; to this end, a memorandum issued in November 1973 provided instructions to UIC employees on the proper bilingual identification and response to be used when answering the telephone.

With respect to correspondence, the Commission continued, as at the time of the study, to respond in the official language of the addressor, and to encourage its personnel to draft replies directly in the appropriate language.

Visually, the UIC appeared to project the image of a bilingual federal institution in the following aspects: the signs inside and outside UIC offices were reportedly bilingual; all Commission offices were to be listed bilingually in the new telephone directories; forms and publications were available in both official languages and when these were available only in separate English and French version, care was taken to distribute sufficient numbers of each version to all district offices. Furthermore, the Commission had used the English and French media to publicize its ability to provide bilingual services, and as of December 1973 and February 1974 respectively, included on its Application for Benefit and Record of Employment forms a request that the user indicate the official language of his choice. The Commission had found various solutions to the problem of translation in its regional offices. A translation unit had been established at Moncton, and telex had been introduced in Vancouver and Belleville. Vancouver already had access to telecopier service, and the UIC and Secretary of State's Department were studying the possibilities of a similar service or translation unit to cope with the high level of demand in Belleville.

The Commission reported that, in order to ensure that appeal procedures met the requirements of the Official Languages Act, it had identified 44 of 83 Boards of Referees as bilingual; in other words, each member of such bilingual boards had to be able to speak, understand, and read the official language of the appellant.

SPECIAL STUDY

The purpose of this study, which was completed in September 1973, was to determine the extent and availability of bilingual services offered to the public by the Unemployment Insurance Commission (UIC). The study concentrated on policy, personnel, telephone and reception services, correspondence, translation, public relations and Boards of Referees; it also dealt with certain stock-in-trade aspects of bilingualism such as forms, publications and signs. Interviews were held at the UIC head office in Ottawa, at regional offices in Montreal, Toronto, Winnipeg and Vancouver, and at district offices in Halifax,

Hull, Toronto-South, Sudbury and Edmonton. The regional office in Moncton was excluded as it had been the subject of a study in 1972¹.

The study revealed that the Commission had taken commendable steps towards meeting the requirements of the Official Languages Act. It had begun issuing policy statements on bilingualism in 1968. Responsibility for planning and over-seeing the implementation of this policy and its related programmes had been delegated to the bilingualism adviser who is now in the newly created Bilingualism Development Office. Also, this adviser was recently given the responsibility for the evaluation of results. Since the inception of the Commission's bilingualism programme, considerable progress has been made in offering language training and in providing information services to the public as well as in formulating guidelines for translation, correspondence, forms, publications and signage.

The study also revealed, however, a certain number of omissions and inadequacies in the Commission's bilingualism programme. Several directives in force at the time of the study specified that the number of employees proficient in the minority language should be in proportion to the percentage of the population represented by the minority group. The replacement of this mathematical criterion by one based on the simple presence of an English- or French-speaking minority would have been better suited to the provision of prompt service of equal quality in both languages and, consequently, more in keeping with the intent and spirit of the Official Languages Act. This applies to offices serving transient clients as well as to Canada Manpower Centres. Study data also showed a need for improved and more centralized coordination and monitoring of the Commission's bilingualism policy and for a continuing staff information programme.

The study focused upon three subjects in particular : recruitment, deployment of employees, and language training. Some of the difficulties encountered by the Commission in its efforts to develop an adequate linguistic capability could be overcome, at least partly, by more actively recruiting bilingual permanent and casual personnel, and by redeploying bilingual staff among the different sectors of activity so as to achieve a better balance. Additional measures were required to eliminate anomalies which occurred now and then in the linguistic composition of Boards of Referees: at times one or more members of a Board were unable to assess, at first hand, an appellant's representations. Lack of information on the availability of courses, absence of clearly set priorities, and interruptions of lessons because of work pressures were weaknesses observed in the Commission's language training procedures. There was also a need for language retention programmes as well as

1. See *Third Annual Report*, pp. 484-85.

for a special programme designed for those French-speakers who wished to acquire anew language skills lost as a result of working for many years in English. These interrelated problems pointed to the need for a language training programme more consonant with specific duties and individual requirements.

Various aspects of the Commission's oral and written communications with the public were also examined. The Commission's policy on correspondence was found to be in keeping with the requirements of the Act. However, occasional mistakes about a client's preferred language might have been avoided, had the client been asked initially to indicate a preference on Application for Benefit forms.

Inaccuracies sometimes resulted from the practice of having bilingual employees, who were not professional translators, translate correspondence for the benefit of unilingual colleagues in order that an answer be sent within twenty-four hours. With regard to telephone calls, the study revealed that unilingual employees were not always able to identify the office in both official languages or to refer calls to employees able to provide the information desired in the official language used by the caller.

The public relations staff had made laudable efforts to keep both linguistic communities informed. Nonetheless, the Commission could have made more judicious and more extensive use of French- and English-language communications media and could have taken steps to ensure that all informational material prepared by district and regional offices was always available in both official languages preferably in the same document. Finally, the study showed that some internal and external signs and inscriptions at UIC offices across the country were still unilingual.

To correct these deficiencies, the Commissioner made the following recommendations :

(1) (a) replace the criteria based on the proportion of the minority population and on the proposed bilingual districts now used to identify which of its offices should offer services to the public in both official languages by a criterion based simply on the presence of a French- or English-speaking minority in order to more clearly reflect actual and potential demand;

(b) in order to determine personnel needs in the offices identified by using the criterion described in (a), replace its criterion of a percentage of bilingual personnel equal to the percentage of the minority population by a criterion which:

(1) takes into account the necessity of ensuring for its clients prompt service of equal quality in the language of their choice, during all business hours;

(2) takes into consideration the special need of offices which, because of their geographic location, receive applications from and initially serve transient customers whose files are later forwarded to the offices normally responsible for serving them;

(c) take account of the criteria described in 1(a) and 1(b)(1) in establishing needs for bilingual personnel to provide the public with information in Canada Manpower Centres;

(d) take the necessary steps to meet as soon as possible and permanently, the needs established, through use of the preceding criteria, and base itself on the concept of optimal distribution of its unilingual and bilingual strength among the various sectors of its activity that involve contacts with the public;

(e) adopt all such temporary measures as would best ensure compliance with the requirements of the Official Languages Act in the short term and, until the capability has been developed among its permanent employees of ensuring bilingual service to the public, consider using supernumerary bilingual back-up personnel to ensure that service;

(2) make use, where necessary, of all appropriate means so that, regardless of the official language used by the appellant, all persons sitting on Boards of Referees shall have the same opportunity to evaluate the representations made to them;

(3) in order to better project the image of a bilingual institution and to make maximum use of its bilingual personnel, proffer its services to the public in both official languages automatically rather than in response to requests for service in the minority language, wherever its capability of providing service in both languages is reasonably adequate, and elsewhere as soon as that capability is developed;

(4) in order to avoid misinterpretation and to introduce a certain uniformity into the carrying out of its bilingualism policies, consider instituting a continuing information program aimed at making and keeping employees at all levels and from one end of the country to the other aware of all aspects of the Commission's program for implementing the Official Languages Act. The program might include an explanation of how to assess existing and potential demand, the distinction to be drawn between service made available upon request and service offered automatically in one or the other official language, and other essential matters;

(5) use its public relations program or any other means it deems suitable to let the public know that it is in a position to provide its services in the two official languages wherever the capability to do so has been developed;

(6) devise and implement a language-training program embodying inter alia the following characteristics:

(a) access would open as a matter of priority to employees who occupy or likely will occupy public-contact positions where it is necessary to use both official languages;

(b) it would extend to the employees concerned conditions conducive to the acquiring of the desired linguistic skills, especially by providing for the administrative measures required so that the training of these employees is not unduly interrupted;

(c) it would include arrangements for maintaining the language skills acquired, and finally

(d) it would enable employees in contact with the public to increase their skills in their own official language, if they and the Commission saw that advantage could be gained by doing so;

(7) remain committed, as in the past, to corresponding with its clients in the official language of their choice, continue to encourage its employees to originate correspondence in the official language used by its various clients, and enable those employees to improve the linguistic quality of their texts;

(8) reach an agreement with the Translation Bureau in the Department of the Secretary of State on the additional steps to be taken, where the procedures in effect for translating correspondence fall short of present and future needs, for ensuring the equal quality of texts in both official languages while avoiding disparity between the one and the other official language in the time taken to answer;

(9) devise a means by which its clients may indicate explicitly, for example on the initial application for benefit form they fill out, the language in which they wish to be served, in this way ensuring their freedom of choice, facilitating the adherence to that choice in later contacts, and additionally perceiving the volume of demand for services in each of the official languages;

(10) in order to convey to its clients its willingness and ability to serve them in the language of their choice, make arrangements to answer in both official languages telephone calls to offices serving the two linguistic communities, if those offices are equipped with a telephone switchboard. For offices not so equipped, consider inserting in telephone directories and other appropriate informational material one or more numbers that the public can dial to contact employees fluently speaking the official language of the minority;

(11) (a) take steps to ensure that English- and French-speaking communities across the country are kept equally informed in their respective official language;

(b) to that end, make sure in particular that regional and district offices make judicious use of both French-language and English-language communication media for disseminating information and for advertising and publicity purposes;

(c) and ensure that all informational material prepared by those offices and directed to a public consisting of English- and French-speaking members is always in both official languages in the same document;

(12) (a) see that all publications containing both language versions under one cover and displayed in its offices are so arranged that both official languages are equally in view;

(b) in the case of publications in separate French and English editions, make sure that both official-language versions are available and displayed simultaneously;

(13) take steps immediately to render bilingual as soon as possible:

(a) unilingual outside signs and inscriptions at all Commission offices;

(b) all unilingual listings identifying the Commission in telephone directories across the country;

(c) unilingual signs and inscriptions located inside buildings and visible to the public, as well as unilingual entries on directory boards in all Commission offices serving the two linguistic communities, regardless of the office's level;

(14) make arrangements so that all aspects of its program for meeting the requirements of the Official Languages Act are co-ordinated at some central point and institute a system of control, also centralised, comprising elements integrated into the various levels of its administration to ensure that the Commission as a whole complies with the requirements of the Official Languages Act;

(15) make sure that implementation of these recommendations does not, in any way, jeopardize the job security or the career opportunities of the Commission's employees and in carrying the foregoing recommendations into effect, the Commission, as the occasion arises, maintain liaison with the unions to which its employees belong.

COMPLAINTS

File No. 2328—Poor Translation

A French-speaking person reported that a group of regulatory clerical staff at the Montreal office of the Unemployment Insurance Commission had taken a test dealing with unemployment insurance matters, and the quality of the French on this test was below standard. Some questions were even unintelligible, and conflicts of meaning were found between the French and English wording of some questions.

The Unemployment Insurance Commission advised the Commissioner that the sole purpose of the test in question was to determine the training needs of employees, and it was originally to have been officially translated into French. However, the personnel assigned by the Quebec region to participate in preparation of this test found that the translated version contained terms which would be unfamiliar to French-speaking employees, and decided to prepare another test.

The errors referred to in the complaint were brought to the attention of Commission personnel immediately after the employees had taken the test. The Commission at once recognized that the wording in French of certain questions could be misleading. With the agreement of the employees' representatives, steps were taken to ensure that the results of this test would not be prejudicial to the employees concerned. Accordingly, highest marks were accorded on each of the disputed questions. In addition, no employee was excluded from the staffing process for having obtained low marks.

Employees who had obtained relatively low marks were simply offered a longer period of training than those who placed higher. As a result, the ambiguity of certain questions on the test could not have had any effect but to prolong the employee's technical training period.

The Commissioner agreed that in the present case the test in question had not had any prejudicial effect on the employees' careers. However, the equal status of the two official languages required that

employees who elected to sit for a test in French should not be at a disadvantage as compared with those who preferred to sit for it in English. Consequently, the Commissioner recommended that any test that had been or would be translated into French be carefully checked from a linguistic point of view to ensure that the language used was both in accordance with correct usage and intelligible to employees.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1710, 1845	Ottawa	Precedence given to English in identifying the Commission in French-language newspaper advertisements.	Explanation offered
1776	Ottawa	Difference in meaning between English and French versions of a form.	Rectified
1818	Edmonton	A francophone experiences delays in obtaining premiums because forms are completed in French.	Rectified
1822, 1906	Sudbury	Correspondence from the Sudbury office addressed to two French-speakers is in English only.	Explanation offered
1838	Vancouver	Difficulty in obtaining services in French in Vancouver and Burnaby.	Explanation offered
1855	St. Catharines (Ontario)	Correspondence in English sent to a French-language association.	Explanation offered
1878	Ottawa	A French-speaker received an Income Tax form printed in English.	Rectified
1909	Halifax	Loss of benefits allegedly because certain forms were completed in French.	Rectified
1965, 2155, 2248, 2315	Toronto	Services available to French-speakers in English only.	Rectified
1985	Ottawa	An English-speaking public servant wishes to obtain more French language training.	Assistance rendered
2478	Rivière du Loup (Quebec)	An English-speaker alleges that her benefits were cancelled because she could not speak French.	Explanation offered
2503	Frobisher Bay (N.W.T.)	Competition posters for positions in French only.	Explanation offered
2524	Ottawa	Delay because a form is completed in French.	Rectified
2563	Ottawa	Unilingual French-speaking telephone receptionist.	Rectified
2618	Moncton	Letter in English to a Francophone.	Explanation offered

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2758	Halifax	A French-speaker alleged that her benefits were cancelled because she could not speak English.	Explanation offered
2808	North Bay (Ontario)	Advertisement in English only in town's only newspaper.	Rectified
2960	Yarmouth (N.S.)	Services available in English only.	Explanation offered
2995	Weland	Difficulty in obtaining services in French.	Explanation offered
3017	Winnipeg	An English-speaking public servant has difficulty in obtaining French language training.	Explanation offered
3058	Montreal	Unilingual English cancellation stamp.	Rectified
3153	Calgary	A bilingual employee is obliged to do translation	Referral
3162	Regina	Ethnic discrimination is alleged.	Referral
3202	Vancouver	Telephone service not available in French.	Explanation offered
3208	Vancouver	A French-speaker received a notice in English.	Rectified
3240	Vancouver	Poor quality of French of two letters.	Rectified

D. Chart-Bound, If Not Always Duty-Bound

This section lays out data about departments and agencies for which not enough facts are available this year to offer a balanced assessment of linguistic performance. New Special Studies and complaints may give them a chance to shine next year.

ATOMIC ENERGY OF CANADA LTD.

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2059	Ottawa	Unilingual English historical plaque.	Referral
2418	Earlton (Ontario)	Unilingual English place-mat.	Rectified

BANK OF CANADA

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2377	Ottawa	Poor quality of French used in a folder advertising Savings Bonds.	Withdrawn
2433	Ottawa	Incomplete listings in French in Ottawa-Hull telephone directory.	Rectified

CANADIAN CONSUMER COUNCIL

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2495	Ottawa	Unilingual English telephone operator.	Rectified

CANADIAN INTERNATIONAL DEVELOPMENT AGENCY

COMPLAINTS

File No. 2104—In the Latin America Division

A French-speaking resident of Ottawa wondered why the position of Chief Planning Officer in the Latin America Division, a French-language unit, was occupied by a unilingual English-speaking person.

The Agency informed the Commissioner that the Latin America Division had just been declared a "French-language unit" and that positions in this Division had previously been occupied mainly by English-speaking people. This change therefore involved a progressive introduction of the use of French. The Division was already asking that candidates possess a knowledge of French as well as Spanish or Portuguese, as required, in order to be considered for a position. In addition, intensive French-language courses were being offered to the English-speaking staff, all memoranda for internal use were being drafted in French and all French texts for external distribution were being revised beforehand.

In addition, the Agency stated that it was implementing procedures for the identification and designation of bilingual positions. The position of Chief Planning Officer in the Latin America Division had just been designated as bilingual, within the meaning of the Treasury Board

directives. The Agency stressed that the Chief Planning Officer was not yet strictly required to be bilingual but it assured the Commissioner that before the deadline set out in the directives on the designation of bilingual positions, the incumbent would meet the necessary language requirements.

In view of the impossibility for a French-language unit to function satisfactorily if its members are unable to communicate with their superiors in French, the Commissioner recommended that:

- 1) the position of Chief Planning Officer be designated as bilingual as soon as possible;
- 2) the incumbent of the position be sent on language training without delay;
- 3) the person assigned as a replacement be able to meet the language requirements of the position.

The Agency announced in December 1973 that the position identified as bilingual would be so designated on 31 March 1975, that the incumbent would begin his language training course shortly and that his replacement would have to meet the language requirements of the position.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1908	Ottawa	Lack of bilingual employees in the Non-Governmental Organizations Division.	Explanation offered
2029	Ottawa	English-language job description given to a French-speaker.	Explanation offered
2133	Ottawa	Unilingual receptionist.	Rectified
3005	Montreal	Priority given to English in the identification of CIDA in an advertisement appearing in <i>La Presse</i> .	Explanation offered
3135	Ottawa	An English-speaker believed that the French course she took did not enable her to write French.	Assistance rendered

CANADIAN OVERSEAS TELECOMMUNICATIONS AGENCY

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2318	Montreal	Availability of language training during working hours.	Referral

CANADIAN PENSION COMMISSION

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1976	Ottawa	English-speaking veteran alleges French-speaking public servants show bias in rejecting his appeals.	Withdrawn
3227	Ottawa	Telephone service available in English only; Medical Advisory Branch	Explanation offered

CANADIAN RADIO-TELEVISION COMMISSION

COMPLAINTS

File No. 2644—New Criteria

A French-speaking resident of Ottawa sent the Commissioner a copy of a letter he had addressed to the Chairman of the Canadian Radio-Television Commission after the latter had announced its new standards requiring 75% of the music played on Quebec radio stations from 6 a.m. to 6 p.m. on weekdays to be in French and French-language musical compositions to account for 65% of the overall musical programming. In his letter the complainant reminded the CRTC that the Canadian government had accepted several recommendations by the Royal Commission on Bilingualism and Biculturalism, including Recommendation 14, which states that the CRTC should, in granting future licences and renewing licences presently held, give priority to the principle of linguistic equality in the national capital area. The complainant wondered, therefore, whether linguistic equality actually existed as far as broadcasting stations in the Ottawa-Hull region were concerned or whether this principle of equality meant a growing number of private English-language stations, and increased bilingual programming in the case of French stations. Dissatisfied with this state of affairs, he asked the CRTC's new criteria be amended so that the "bilingual" radio broadcasting stations in this area, namely CKCH (Hull) and CJRC (Ottawa), would become exclusively French-language stations.

The CRTC sent the Commissioner a copy of its reply to the complainant. According to the CRTC, French-speaking residents in the national capital area were served by three CBC radio broadcasting stations and one CBC television channel. Those with cable subscriptions could also receive Télé-Métropole, and in September 1974 the area would be provided with a second French-language channel by a local

television station, CFVO. In addition, the Ontario Educational Communications authority had pledged to offer the French-speaking population programs suited to its needs, in so far as possible, when the educational television channel began broadcasting in Ottawa. In short, the CRTC felt that there was equality in the provision of broadcasting services in the Ottawa-Hull area.

With regard to the standards, the CRTC had chosen to announce first the criteria on which it would base its evaluation of the musical programming of French-language broadcasters, instead of enacting regulations on the matter. This step had made it possible to establish a certain number of objectives with which the broadcasters apparently agreed. The Commission expected to reveal in due course the results of its consultations and the objectives set for the broadcasters.

The Commissioner felt that the CRTC's reply explained the situation fully. Nevertheless, he asked the Commission to inform him of the results of its consultations with French-language broadcasters in Ottawa-Hull.

The Commission subsequently informed the Commissioner that the programming policies of CKCH and CJRC would be amended so as to comply, by the summer of 1975, with the same criteria as those that applied to all French-language radio stations. The two stations would gradually decrease the proportion of vocal music in the English language in their musical programming so that by the summer of 1975 75% of the vocal compositions broadcast during prime time, that is, from 6 a.m. to 6 p.m. Monday to Friday, would be in French. Furthermore, French-language vocal compositions would account for at least 65% of their overall popular music programming.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1893	Ottawa	No French-speaking or bilingual information officer.	Explanation offered
2407	Edmonton	The CRTC did not announce a public hearing in the weekly <i>Le Franco-Albertain</i> .	Rectified
2459	Ottawa	Unilingual English stamp.	Rectified

CANADIAN TRANSPORT COMMISSION

SPECIAL STUDY

This special study of the Canadian Transport Commission dealt with both the language of service and certain aspects of the language of work. Between 19 December 1973 and 3 May 1974, representatives of

the Commissioner made 27 visits, mostly to the agency's head office, but also to the regional offices in Ottawa, Montreal and Moncton. The purpose was to examine how the Commission, in seeing to the orderly and efficient operation of telecommunications and the various modes of transportation in Canada, was respecting the requirements of the Official Languages Act.

In the autumn of 1969, soon after the proclamation of the Official Languages Act, the Commission took steps to provide the public with bilingual services. The language used in correspondence is accordingly that of the addressee. Official documents issued by the Commission, such as ordinances, decisions, judgments, regulations, notices and permits, are disseminated in both languages. In addition, both languages are generally used for letterheads, calling cards, telephone listings and signs. Finally, the annual report and documents emanating from the various committees operating within the Commission are also produced in both official languages.

There are shortcomings, however. Almost all the reports of studies are prepared in English, and only about one-seventh of them have been translated into French. With regard to oral communication, Commission personnel do not automatically offer their services in both languages on the telephone; for their part, secretary-receptionists are not always able to reply to the public in French. Finally, simultaneous interpretation is not always available in public hearings held by the committees.

The Commission had not informed its employees that they could work in the language of their choice. In any case, the exercise of this option at the present time would have mostly negative consequences. There are a number of reasons for this. First, most of the working instruments are available in English only, a situation due in part to the fact that some documents come from the private sector (the United States in particular). Second, English is the dominant language of both oral and written communication throughout the Commission; this holds true for communication within the same service, between services, between services and management or between individual employees. This preponderance of English, which is difficult to reconcile with the equal status given to the two languages by the Act, may be explained by a combination of circumstances. First, it should be noted that senior management and the managerial staff in general are largely composed of unilingual English-speakers. Two of the fourteen English-speaking Commissioners are bilingual; the two French-speaking Commissioners are bilingual. Moreover, there is little or no French-speaking or bilingual employee representation in the "Scientific and Professional" and "Technical" job categories. The bilinguals, who incidentally are rather numerous, are mainly employees whose mother

tongue is French, and they are concentrated in other categories. It is true the Commission has set up a program to remedy the absence of documentation in French and taken steps to encourage the training of specialized French-speaking or bilingual personnel in various disciplines, but the results will not be evident immediately. Finally, even the language training of qualified unilingual employees does not meet the Commission's needs.

In consideration of the measures adopted by the Commission to conform to the Official Languages Act, its accomplishments to date and the findings noted in the study, the Commissioner recommended:

(1) that the Commission develop, by 1 April 1975, a general policy designed to achieve full compliance with the letter, spirit and intent of the *Official Languages Act*;

(2) that this policy go beyond the measures spelled out in general rule 293, and that it take fully into account all the requirements of the *Official Languages Act* with respect to the equal status of French and English both as languages of service and as languages of internal communications;

(3) that the Commission appoint a permanent bilingualism co-ordinator to formulate its policy, to carry it out and to monitor the results; that this person also be responsible for the implementation and monitoring of the recommendations contained in this report;

(4) that this person be appointed at a level which will enable him or her to ensure the implementation of the Commission's programmes and of the Commissioner's recommendations throughout the Commission, and to establish a system of feed-back and corrective action;

(5) that the Commission immediately devise and carry out an information programme designed to make its employees aware of the rights and obligations that follow from the implementation of the *Official Languages Act*, and of the administrative measures being taken by the Commission to comply with that Act;

(6) that the Commission immediately make its public (at the federal, provincial and municipal levels and in the private sector) aware of its capability to communicate with it in both official languages;

(7) that, notwithstanding how positions have been identified and designated, the Commission ensure that the requirements of the *Official Languages Act* are fully met, and that the linguistic skills of incumbents of positions, particularly at the supervisory level, correspond to the real requirements of the jobs and to the needs of the public and of the staff of the Commission.

THE USE OF FRENCH AND ENGLISH AS LANGUAGES OF SERVICE

(8) that in order to project the image of a bilingual federal institution, and to respond in all circumstances to the demand for bilingual service, the Commission immediately ensure that all communications (oral and written) addressed to the public can in fact be transmitted in both official languages;

(9) that the Commission immediately issue directives to ensure that:

- a) the Commission is identified in both languages on the telephone;
- b) there is always someone available to reply in the language of the caller;
- c) the persons answering the telephone, if they do not speak the caller's language, master at least a few set phrases in that language to indicate that another employee, capable of providing service in the appropriate language, will take the call;

(10) that the Commission ensure that, by 1 April 1975:

- a) all forms, such as applications for licences and for the filing of rates and tariffs, and requests for subsidies available to the public be in both official languages, preferably in a single document;
- b) in all its offices, and particularly in the Ottawa district office, calling cards and other items of identification (rubber stamps, signs, etc.) be in both languages;
- c) all publications, which are not legal instruments, made available to the public, either directly by the Commission or on its behalf by Information Canada, be issued simultaneously in both official languages;
- d) as far as items a, b and c of this recommendation are concerned, the equality of quality and prominence of both official languages is respected;

(11) that the Commission ensure that henceforth, on all notices of hearings, the public, interveners and parties to the proceedings be made aware that:

- a) all documentation and exhibits may be submitted in either French or English;
- b) all evidence (oral and written) may be presented in either French or English;
- c) all witnesses may testify in either French or English;
- d) all interventions may be made in either French or English;
- e) all proceedings may be conducted in either French or English;

(12) that the Commission provide two-way (English-French, French-English) simultaneous translation for the entire proceedings of all hearings throughout the country, so as to

- a) avoid trying to predict or determine the possible linguistic composition of the public attending hearings;
- b) respond to all possible demand for such services from the public, the interveners and the parties to the proceedings, thus avoiding the possibility of receiving complaints;
- c) accord equal status to both official languages;

(13) that in order to ensure that the quality of translations of research reports into either official language is equal to that of the original, and that such translations are done within a reasonable period of time, the Commission immediately seek, in conjunction with the Translation Bureau of the Secretary of State Department, effective solutions to its problems in this regard;

THE USE OF FRENCH AND ENGLISH AS LANGUAGES OF INTERNAL COMMUNICATIONS

(14) that, as soon as its policy on bilingualism (as mentioned in recommendations 1 and 2) is formulated, the Commission issue directives regarding all communications (written and oral) at headquarters, at district

offices, between district offices, and between district offices and headquarters, to ensure that, in general, either official language can be used by the originator of any internal communication;

(15) that the Commission immediately take all necessary steps to encourage the use of French in communications (written and oral) in both directions between the Montreal district office and headquarters in Ottawa, and that it adopt the same policy in its dealings at least with the Quebec provincial departments and with French-language private concerns;

(16) that the Commission immediately adopt all necessary measures to ensure that communications of a general nature to its personnel are in future distributed simultaneously in both official languages, preferably in a single document;

(17) that the Commission's Newsletter, since it is intended for Commission personnel as a whole, be issued in future in bilingual format;

(18) that the Commission expand its programme with French-language institutions, with a view to recruiting qualified French-speaking personnel on such a scale as will enable the Commission to ensure the equal status of French and English as languages of internal communications;

(19) that henceforth the Commission make use of all resources available (universities, information centres, provincial and federal government departments, international agencies and the private sector) so as to provide its staff with such working materials in French as will afford it equal opportunity to function in either official language;

(20) that before 1 June 1975, the Commission

a) evaluate the effectiveness of second-language training courses in terms of their impact upon the quality and use of French and English as languages of internal communication, and

b) in light of the results of this evaluation, initiate if need be, and possibly in collaboration with the Ministry of Transport, the Department of Communications, or any other federal department or agency, a specialized second-language training course adapted to the particular technical and professional requirements of the Commission and designed mainly to improve oral and written comprehension of the second language;

(21) that the Commission establish French-language cells, especially in the field of research, so as to provide employees with an equal opportunity to work on research projects and to write research reports in the language of their choice;

(22) that implementation of the recommendations contained in this report be conceived and carried out without jeopardizing in any way the job security or career opportunities of the Commission's personnel;

(23) that the Commission, in carrying out the preceding recommendations, maintain close liaison with the unions and/or associations representing its employees.

COMPLAINTS

File No. 1824—Railway Crossings

A French-speaker took exception to the fact that the French text on signboards at railway crossings read "TRAVERSE DE CHEMIN

DE FER", which he considered to be incorrect French. He also complained that texts on such signboards were in both French and English in the province of Quebec only.

The Canadian Transport Commission (CTC) gave the Commissioner a history of the Regulations governing signs at railway crossings as well as a brief review of how the actual sections of the French versions of the Railway Act had evolved from 1888 to the present, to show that the expression "TRAVERSE DE CHEMIN DE FER" originated in an Act of the Parliament of Canada, which had doubtless led the Commission and its predecessors to select this expression as the appropriate one to have painted on railway crossing signs. However, the expression "PASSAGE À NIVEAU" did appear in the current Railway Act and was put forward as the correct equivalent of the expression "RAILWAY CROSSING".

The CTC wondered if, considering the familiarity and long-standing use of the expression "TRAVERSE DE CHEMIN DE FER", there was much to be gained by substituting the expression "PASSAGE À NIVEAU". In raising this important question, the CTC was mindful of its serious responsibility for railway safety.

The CTC had noted a trend to convert word signs to pictographs. It was unable to give any timetable for the conversion of railway crossing signs from words to symbols but this possibility was being actively considered, and, provided the Commission could be persuaded that the use of such symbols would not compromise safety, it would encourage the conversion to symbols and would also, in appropriate circumstances, contribute to the cost of such conversion.

With reference to the second part of the complaint—bilingual signboards in the province of Quebec only—the Commission doubted that it had the jurisdiction to order the railway companies to install and pay for bilingual signs in provinces other than Quebec. A careful examination of subsection 2 of Section 207 of the Railway Act revealed that, while the obligation was absolute, its application was territorially limited to a named province. At the moment, General Order E-4 obliged railways under the CTC's jurisdiction to comply with the last-mentioned subsection of the Railway Act with reference to erection of crossing signs in Quebec; the Commission was satisfied that the railways had met their obligations in that regard.

To support the use of the expression "PASSAGE À NIVEAU", the Commissioner quoted a certain number of lexicographers and added that no dictionary gave the word "TRAVERSE" the meaning that had been commonly given to it until then.

In any case, in order to comply with Section 2 of the Official Languages Act with regard to the equality of status and equal rights and privileges of both official languages, the Canadian Transport Commis-

sion bore the responsibility of finding a way of indicating a correct French equivalent of the English phrase "RAILWAY CROSSING" if words continued to be used. The Commissioner did not consider "TRAVERSE DE CHEMIN DE FER" proper French usage.

As for the second aspect of the complaint—that of the bilingual signboards of railway crossings existing in the province of Quebec only—the Commissioner was of the opinion that in accordance with Section 10(1) of the Official Languages Act, all signboards bearing railway inscriptions throughout Canada should be bilingual wherever a road crossed a railway used by the CN. He therefore recommended that all necessary steps be taken in this regard.

The CTC informed the Commissioner that it was seriously considering using symbols or pictograms and eliminating the use of words. This could only be achieved, however, after consultation with, and the agreement of, the highway authorities of each province. The Commissioner, in spite of his enthusiasm about proper French usage, trusted that any such changes will continue to give full attention to the over-riding factor of safety.

As a result of further discussions between the Commissioner and the CTC the Commissioner revised his earlier opinions and recommended that, in accordance with Section 31(1) and (2) of the Official Languages Act, measures be taken to amend Section 207 of the Railway Act to permit the installation of bilingual signs or symbols (pictograms) at all railway crossings in Canada, and that pursuant to such an amendment the Canadian Transport Commission work out a programme for the installation of such signs of symbols (pictograms).

In reply the CTC stated the matter would now receive the attention of the Railway Transport Committee in the light of the Commissioner's recommendation under Section 31(1) and (2) of the Official Languages Act. The proposal was that after the necessary authority had been obtained by means of an amendment of Section 207 of the Railway Act, the signs now in use be replaced by pictograms.

File No. 2267—Language Requirements

A French-speaking person drew the Commissioner's attention to the fact that the language requirements in the notice of Competition No. 73-CTC-CC-19 for a position as assistant secretary in the office of the Secretary of the Commission should include a knowledge of French. The duties of the position are essentially to maintain relations between the public and the Commission.

The Commission admitted that the Secretary's office dealt with the public. It added that the Secretary had taken language training and was bilingual. The position of assistant secretary would later be identified as

bilingual. On the other hand, two bilingual candidates had applied in this competition, although the position was not bilingual, and the Commission felt that designating the position as bilingual would not have made any difference in the number of entries or the type of candidate applying.

The Commissioner indicated to the Commission that the position should have been identified as bilingual before the notice of competition was published, since it was known at that time that the duties would include service to the public. In view of Treasury Board's responsibilities in this area, the Commissioner had referred copies of the correspondence exchanged with the Commission to the Board.

The Commission decided to cancel the competition. The position, identified as bilingual, would be filled by means of another competition.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
3244	Ottawa	Unilingual English stamp.	Rectified

CANADIAN WHEAT BOARD

COMPLAINTS

File No. 1304—"The Seed Among Thorns"

A French-speaking person from Alberta complained that the Canadian Wheat Board had sent him two unilingual English booklets—*A Report to producers on the 1971-72 Crop Year, challenge and change* and *Grain Handling and Transportation, Studies in Progress*.

The Canadian Wheat Board informed the Commissioner that it had published only the first booklet and that the other was a publication authorized by the Government of Canada. Moreover, these two publications were intended for 180,000 to 190,000 farmers in Western Canada, only a few thousand of whom lived in districts that were to be designated as bilingual. The Wheat Board therefore saw no need to publish booklets of this kind in both official languages.

The Commissioner reminded the Wheat Board that it was, in fact, connected in some way with the second booklet because it had been published with the authorization of the Minister responsible for the Canadian Wheat Board.

The Commissioner also pointed out that by virtue of section 9 of the Official Languages Act the Wheat Board was required to provide services in both official languages in the National Capital Region, at its

head office (Winnipeg), in federal bilingual districts (when designated), and in all other localities where there is a significant demand for such services. He therefore recommended that all booklets intended for the public and published by the Wheat Board, or prepared by it and authorized by the Minister responsible for this agency, be issued in both official languages.

Although the Wheat Board did not entirely agree with the Commissioner's interpretation of the Official Languages Act, it decided to include in publications of this nature an insert, in French, indicating that a French translation was available on request.

The Commissioner informed the Wheat Board that although this new procedure was an improvement, it would not meet the requirements of the Act. He expressed the opinion that such publications should automatically be sent in French to French-speakers and in English to English-speakers unless someone indicated that he wished to receive them in the other language. He informed the Wheat Board that he intended to mention its unsatisfactory response in his report.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2851	Winnipeg	Letter in English sent in reply to a communication in French.	Rectified

COMMISSIONER OF OFFICIAL LANGUAGES

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2225	Ottawa	A representative of the Commissioner replied in English to questions worded in French, at a meeting.	Not justified
2293	Moncton	Precedence given to the French language on letter headings.	Not justified

CONSUMER AND CORPORATE AFFAIRS

COMPLAINTS

File No. 2226—Trade Marks Journal

A French-speaker expressed the view that all texts of the *Trade Marks Journal* should be bilingual. He added that such a practice would

prompt Canadian companies to offer their products in both official languages.

The Department replied that it had been studying this matter for well over a year, in consultation with the Department of the Secretary of State; it was also considering the possibility of translating the *Patent Office Record*, which lists some 400 patent abstracts every week. Although, according to the Department, cost was not an important factor, it was clear that much difficulty would be experienced in finding a sufficient number of translators who could work continually on the *Patent Office Record* and meet the publication dates required under the regulations of the Patent Act. Twenty-five full-time translators, each with a background in engineering or chemistry, would be required for this work. Translation of the *Trade Marks Journal* presented fewer difficulties. However, the Department emphasized that the study concerned both publications.

The Commissioner appreciated the difficulties encountered in translating a heavy volume of highly technical material for the *Patent Office Record*. He pointed out, however, that the complaint was made in respect of the *Trade Marks Journal*, and recommended that the necessary steps be immediately taken to make this publication bilingual as soon as possible. The Commissioner also asked to be informed of the Department's final plans with respect to the translation of the *Patent Office Record*.

The Department informed the Commissioner that a Registrar of Trade Marks had just been appointed and that he had been instructed to make the *Trade Marks Journal* bilingual as a matter of first priority. It added that the *Patent Office Record* would be made bilingual thereafter.

File No. 2564—Letter in English

A French-speaking person complained that he had received a letter in English from the Department.

The Department replied that it would place the complainant's name on its list of French-speaking correspondents so that in future he would receive all documents in French.

Although a surname is not an absolute indication of a person's mother tongue or preferred language, it can be used as a guide in most cases. Accordingly the Commissioner pointed out to the Department that he could not understand why the complainant's name had been placed on a list of English-speaking correspondents in the first place, when his name was obviously French.

He therefore recommended that the Department revise its lists periodically so that every correspondent would receive documentation

in the official language of his choice, whenever it was possible to determine this preference.

The Department subsequently informed the Commissioner that it had duly revised its lists of correspondents.

File No. 3024 — Unilingual English Publications

A French-speaker from St-Jean-Chrysostôme, Quebec, objected to the fact that, in reply to a request in French, the Department sent her unilingual English publications.

Upon receipt of the complaint, the Department sent the complainant all the requested publications in French together with a letter of apology.

In order to avoid problems of distribution, the Commissioner recommended that all printed material intended for public use be produced in both official languages in one document, that is, in a single bilingual version.

The Department stated that its policy was to consider each publishing project individually and to determine at the outset whether a bilingual format was desirable or essential. If the method by which the particular document might be distributed to the public could give rise to distribution problems then a bilingual format was clearly in order.

When the Department is certain that controls exist to prevent errors in distribution, it usually produces texts in separate English and French versions. In practice this generally means that small pamphlets and leaflets are bilingual while larger, more complex and more expensive publications are produced in separate volumes.

The Department also set forth an economic argument in favour of separate English and French volumes where the possibility of error is minimal. The ratio of demand for the publications is currently 3 to 1 or 4 to 1 for the English versions, consequently the production of bilingual material adds significantly to the printing costs. With the extraordinary rise in the costs of fine paper, the total cost of the bilingual approach could add tens of thousands of dollars to the Department's printing budget. In addition, the Department said that it believed there was some advantage (again where there is minimal risk of error) of providing material to Canadian citizens in the language which they have requested and no other.

The Commissioner believed that the arguments the Department advanced against adopting his recommendation outright were reasonable. He therefore invited it to apply in the broadest and most generous manner possible, article 6 (b) of its Policy on Bilingualism which said that where practical and feasible, both language versions of a departmental publication would be issued under the same cover.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1959	Toronto	Letter in English sent to a French-speaker by an advertising agency on the Department's behalf.	Rectified
2728	Hull	A French-speaker is dismissed allegedly because he cannot speak English.	Explanation offered
2834	Ottawa	Delay before regulations on bilingual labelling came into effect.	Explanation offered
2959	Ottawa	A French-speaker was still receiving the English version of the magazine <i>Contact</i> .	Rectified
2982	Hull	A stenographer claimed that she had been refused a job because she did not know English.	Explanation offered
3152	Ottawa	Captions in English only in two bilingual magazines.	Rectified
3171	Ottawa	Letter in English addressed to a French-speaking person.	Withdrawn

DEFENCE CONSTRUCTION (1951) LIMITED

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2244, 2325, 2403	Ottawa	Use of the company's English name in French-language newspapers.	Rectified

ECONOMIC COUNCIL OF CANADA

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2750	Ottawa	Six studies published in English only.	Rectified

ENERGY, MINES AND RESOURCES

COMPLAINTS

File No. 3018—Memorandum in English

A French-speaking person objected to the fact that a branch of the Department distributed the English version of a memorandum and

application form concerning flexible working hours eleven days before he received the French version. He believed that both versions should have been distributed at the same time even though this meant a delay in introducing flexible working hours. The Translation Bureau should give priority to the translation of the document.

The Department explained that the memorandum and application form had been distributed only in English because of the extreme urgency of the situation: the memorandum was dated 25 March and the policy it announced was to take effect on 1 April. This had been explained to the complainant by letter on 27 April and he and others were sent the official French version of the document on 5 April. The Department was acutely conscious of the government's policy of ensuring that all internal communications of general interest to public servants or for general circulation were prepared in both official languages. It regretted that this policy had not been complied with in this particular instance, but managers were being reminded of the Department's responsibility in this regard, to avoid a recurrence of this type of error in the future.

The Commissioner was, however, of the opinion that the internal communications mentioned by the Department should not only be prepared in both official languages but also be distributed simultaneously in both languages. He therefore recommended to the Department that in future all internal communications of general interest to public servants or intended for general circulation be distributed simultaneously in English and French.

The Department sent the Commissioner a copy of the Treasury Board's Circular No. 1971-21 of 9 March 1971 on "Management Objectives for Bilingualism" and pointed out that paragraph 8 required only that internal communications be "prepared" in both official languages, although it could be assumed that in virtually all cases both versions were to be distributed simultaneously. Nevertheless, the Department continued, the directive did recognize the fact that exceptional circumstances might exist, where, because of the urgent need for communication, distribution would be made in one of the official languages, to be followed by a communication in the other official language as soon as the translated version was available.

The Department assured the Commissioner that his recommendation for simultaneous distribution in both official languages of communications that were of general interest to public servants would be followed in the future, unless there was an urgent need for immediate communication and if it was not possible to obtain the necessary translation services in sufficient time to meet the publication deadline.

The Commissioner told the Department that he was of the opinion that its interpretation of paragraph 8 of the Treasury Board circular and the assumption based on that interpretation were in conflict with

the provisions, spirit and intent of the Official Languages Act. In his view, the Act required that the English and French versions of the communications in question be distributed simultaneously. The Commissioner thought, moreover, that the phrase "prepared in both official languages" in paragraph 8 of the Treasury Board directive was used in a concrete sense to mean "prepared in a bilingual format", that is to say with the English and French versions appearing side by side (as in the case of the circular itself) or back to back. In any event, he took the view that, since the Treasury Board's directive did not say that departments might not distribute both versions of internal communications simultaneously, they should abide by the law and do so.

Finally, the Commissioner informed the Department that he was forwarding a copy of the correspondence to the Secretary of the Treasury Board who might wish to amend paragraph 8 of his circular No. 1971-21 of 9 March 1971 to avoid possible misinterpretation.

The Commissioner then asked the Treasury Board to comment on the important question raised by the Department's interpretation of the paragraph and asked whether the Treasury Board proposed to amend it to avoid misinterpretations that could lead to violations of the Official Languages Act.

The Treasury Board replied that the intention behind the paragraph was certainly that internal communications of general interest should be made simultaneously in both languages. Simultaneous distribution seemed to be the best way of respecting the Official Languages Act, which established the principle of equality of the two languages as to their use. Moreover, a recommendation of the Royal Commission on Bilingualism and Biculturalism, accepted by the government and included in the Prime Minister's Statement of 23 June 1970 (Part B, paragraph 6), was to the same effect. An examination of the French version of the paragraph also supported this interpretation. Finally, the Treasury Board did not think there was a need to amend the paragraph in question, since it could simply interpret a directive of its own. Besides, it hoped guidelines being studied by the Official Languages Branch would clarify the position.

Subsequently, the Department of Energy, Mines and Resources informed the Commissioner that it had reviewed the correspondence on the subject and now wished to assure him that it would abide by the provisions, spirit and intent of the Official Languages Act with respect to the preparation and simultaneous distribution of internal communications.

The Commissioner thanked the Department and the Treasury Board for their co-operation and informed them that he was closing the file.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1997	Ottawa	French geographical names rendered in English on maps published by the Department.	Not justified
2032	Ottawa	Poor quality of the French version of a competition poster.	Rectified
2038	Ottawa	Most forms, memoranda and directives of the Surveys and Mapping Branch are issued in English only.	Rectified
2371	Ottawa	A brochure was bilingual in title only; the body of the text was in English.	Rectified
2448	Ottawa	Masthead in English only; GEOS magazine.	Rectified
2586 2607	Ottawa	Publication in English only of brochure "Energy and Our Way of Life".	Rectified
2608	Ottawa	A position in Tuktoyaktuk (N.W.T.) should be designated as bilingual.	Not justified
2943	Ottawa	At the Surveys and Mapping Branch documents distributed in English only.	Rectified

FEDERAL COURT

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2390	Ottawa	Use of the English expression "Statement of Claim" in a Public Notice published in a French newspaper.	Explanation offered

FEDERAL ELECTORAL BOUNDARIES COMMISSION FOR ONTARIO

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1760	Toronto	Receipt of two letters in English from the Commission by a French language association.	Explanation offered

FINANCE

COMPLAINTS

File No. 1746 — Notice of Ways and Means Motion

A French-speaker complained that the text "Notice of Ways and Means Motion" (February 1973) contained numerous errors and some serious mistranslations.

The Department believed that some of the complainant's remarks arose from a strictly legal interpretation of the text which was, in fact, published for information purposes only and which had to be as precise as possible and yet clear enough to be understood by the public for which it was intended. Nevertheless, the Department recognized that the text of the notice of motion contained a number of errors.

The Commissioner recommended that translation of all the Department's publications be started at the time the drafts were being prepared rather than afterward; that the correction and revision of texts to be published be assigned to experts in the Department or to revisers or to both at the same time so that translations would be as faithful and correct as possible; that the Department request the necessary technical and terminological assistance from the Translation Bureau; and, finally, that the Department study the possibility of preparing parts of publications in French.

The Department explained that it was making every effort to have drafts rather than the final text translated, with corrections being made along the way. It had just concluded an agreement with the Translation Bureau whereby more translators and revisers would be assigned to the Department. They would work there at least two years so that they could become familiar with the specific translation requirements of the Department. Furthermore, in order to be able to meet its obligations with respect to the government's bilingualism programs and the Official Languages Act, the Department had set up a language planning and control section to co-ordinate its efforts in this area.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1680	Ottawa	Availability of services in French from Physical Security Service.	Rectified
2015	Ottawa	Knowledge of English stated as being essential to fill certain positions.	Explanation offered
2522	Ottawa	Unilingual English seal on Canada Savings Bonds.	Rectified

FOOD PRICES REVIEW BOARD

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2690	Ottawa	Unilingual French post-card sent to English-speaking person.	Explanation offered

GOVERNOR GENERAL

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2671	Ottawa	Unilingual English-speaking doorman during the New Year's levee.	Rectified

JUSTICE

COMPLAINTS

File No. 2083—Trade Marks Act

A member of a French-language association pointed out to the Commissioner that the text of the Trade Marks Act had not been revised in the light of the provisions of the Official Languages Act.

The Justice Department expressed doubts as to the Statute Revision Commission's power to make minor modifications to the French text of the Trade Marks Act and suggested the Commissioner bring the complaint to the attention of the Department of Consumer and Corporate Affairs, since it is charged with the application of the Trade Marks Act.

The Commissioner pointed out that Section 2 of the Act respecting the Revised Statutes of Canada clearly gave the Statute Revision Commission, of which the Minister of Justice is a member, the authority to "arrange, revise and consolidate" the Revised Statutes of Canada. He added that Section 5 of the same Act, referring to Acts or parts of Acts, stated that the Commission "may make such alterations in their language as are necessary to preserve a uniform mode of expression . . .". The Commissioner believed that the Department's doubts should be resolved before the time came to undertake the next revision

of statutes and recommended that the matter be clarified so that the Statute Revision Commission would be free to make textual changes which took into account the provisions of the Official Languages Act—notably of Section 2.

The Department replied that the Statute Revision Commission would become *functus officio* upon the completion of its duties under the Act of 1965, and that another Act would be required for the purposes of another revision. Because of the experience gained from the last revision and a fuller knowledge of the problems of bilingualism and “bilegalism” in the federal statutes, the Department intended to recommend to the government that the next revision Act enable alterations in language to be made for the purpose of bringing the two official languages more into accord with each other—subject to the necessary safeguard that no substantive change be effected thereby.

The Commissioner was satisfied with the action taken by the Department and closed the file.

File No. 2198—Two Letters in English

A French-speaking person complained of receiving two letters from the Department of Justice in English.

The Department replied that its policy was that all correspondence intended for French-speaking addressees be written in French and that the two letters in question had been written in English in error.

The Commissioner agreed that errors were always possible. In the case in question, however, the mistake was difficult to explain, since it was clear not only from the name but also from the address that the correspondent was French-speaking. The Commissioner recommended, therefore, that the Department remind its employees of its bilingualism policy, in order to ensure that, in future, communication with the public is always in the appropriate official language.

File No. 3249 — Personnel Inquiries

A French-speaking person telephoned Personnel Inquiries and was not able to speak to anyone who could understand French.

The Department replied that the number called was a common line branching out to five extensions. Although calls were generally taken by one of two designated employees (their positions being declared bilingual), it sometimes happened that another employee answered and transferred the call by means of the intercom. The Department had not been able to investigate fully the situation which gave rise to the complaint because the two employees mentioned had since left the Department. The Department indicated that it would staff the two vacant positions and that it had in the meantime reminded employees in the section of their obligation to make a serious attempt

to find a person in an office nearby able to answer calls from French-speakers.

The Commissioner suggested that the Department inform the employees concerned that service must be offered in French automatically to French-speaking callers without their having to persist in speaking their language before the call was referred to the right person. Since calls were received on a "party" line and any employee might reply, the Commissioner also recommended that employees abstain from speaking English to French-speakers and say rather "Un moment s'il vous plaît, ne quittez pas" (One moment, please hold the line). Lastly, he believed that those answering should ensure, when possible, that delays are kept to a minimum.

The Department accepted the Commissioner's suggestions and recommendations and issued instructions accordingly.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1967	Ottawa	Unilingual English-speaking telephone operator.	Rectified

LABOUR

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2305	Ottawa	Department's address in English only on an order form.	Rectified
2785	Ottawa	A fire prevention talk was given in English only.	Explanation offered
2992	Ottawa	Unilingual English heading on a bilingual document.	Rectified
3099	Ottawa	Unilingual English stamp on correspondence.	Rectified
3128	Ottawa	Request that the Department publish "Teamwork in Industry/Travail d'équipe dans l'industrie" in a bilingual format.	Assistance rendered

NATIONAL ENERGY BOARD

SPECIAL STUDY

The National Energy Board invited the Commissioner to undertake a special study in order to assess its present practice vis-à-vis its

obligations under the Official Languages Act. The Board itself recognized a continuing need to develop and sustain its bilingual capability to provide service adequately to both language groups.

In ensuring that the best interests of Canada are served in the use and development of energy and its sources, the Board exercises various regulatory and advisory responsibilities. Consequently, it maintains contact with industry, federal departments and agencies, provincial and municipal governments, and with financial communities at provincial, national and international levels.

The study focused on the internal operations and on the services provided by the Board which, with the exception of a small research office in Calgary, are confined to Ottawa. All aspects of language of service to the Board's public and certain basic aspects of language of work were investigated.

Although the Board had introduced certain measures designed to achieve institutional bilingualism such as language training and retention programmes, no official policy had been formulated in this area, nor had overall responsibility for bilingualism been assigned to any one individual. The Board also lacked a manpower planning policy and programme, as well as a recruitment policy devised to increase bilingual capability. In addition, the absence of formal directives and staff information programmes hindered the Board's efforts to achieve compliance with the Act.

An examination of the language requirements of positions revealed that only 31 of the 172 positions identified as bilingual according to Treasury Board guidelines were occupied by bilingual staff, that only two of the nine Board members were bilingual, and that there was no bilingual capability whatsoever in the Law and Oil Policy branches. Eighteen positions had been identified as requiring either English- or French-speaking incumbents but no French essential positions had been identified; the belief at the Board was that the current level of its institutional bilingual capability would not permit unilingual French-speakers to function effectively.

Language training was considered important but the Board's schedule for achieving an adequate bilingual capacity made no allowance for and took no advantage of its annual rate of staff turnover (approximately one-third). The Board had difficulty in replacing employees taking continuous language training and in providing opportunities for employees who become bilingual to use their newly acquired language skills. The Board's experience with language retention programmes had not proved very successful.

External and internal oral communication, such as telephone contact, was conducted almost exclusively in English. Although simultaneous translation facilities were generally available to participants at

public hearings, these were provided from French to English only. This was also the case with translations of transcripts of the hearings. Moreover, the published Notice of Hearing did not indicate that evidence could be given in either official language.

Signs, publications, telephone listings and notices were usually bilingual, though errors in spelling, missing accents and the lack of a standardized identification of the Board in French indicated that equality of status of both official languages was not always respected. Forms, the library catalogue, library holdings, and information kits on energy for students were on the whole available in English only. However, outside correspondence was normally dealt with in the language of the originator, though letters in French usually required translation and, on occasion, were delayed.

Because the Board lacked a clear bilingual policy and an adequate bilingual capacity, services could not be provided automatically in both official languages at the time of the study, and French did not have equal status as a language of internal communication. The absence of a systematic manpower programme and failure to make allowance for the high rate of staff turnover in fulfilling bilingual requirements, impeded the Board's progress in meeting its obligations under the Act.

In the light of these findings, the Commissioner recommended:

Policy and Programme on Bilingualism

(1) that the Board develop and issue, by 31 October 1975, a formal policy and programme, both long-term and short-term, designed to meet the requirements of the Official Languages Act across its organization, which would include a system for accurately determining at regular intervals real demand in each language and which would take into account both language of service and language of internal communication, as well as the recommendations of the Commissioner of Official Languages;

(2) that steps be taken to appoint without undue delay an officer highly and strategically placed in the institution's hierarchy who will bear operational responsibility for the proper implementation and co-ordination of the Board's policy on bilingualism. His duties would include but not necessarily be restricted to:

(a) presiding over the establishment of objectives and the planning and implementation of consequent programmes, accompanied wherever possible, by implementation dates, and

(b) supervising and monitoring all activity related to the different aspects of its bilingualism policy;

Manpower Planning Policy and Programme

(3) that appropriate steps be taken to develop and issue, by 30 November 1975, a formal manpower planning policy and programme both to define and to fill the basic staff needs of the Board for meeting the language of

service and language of internal communication requirements of the Official Languages Act. Such a policy should include a systematic, well coordinated, step-by-step plan of action dealing with all pertinent areas as, for instance, language training, language retention, recruitment, attrition, deployment;

Information Programme

(4) that appropriate steps be taken to establish and have in operation, by 31 December 1975, a staff information programme on the requirements of the Official Languages Act and on the administrative measures, including those relating to bilingualism and manpower planning, necessary to bring the Board as an institution more closely into compliance with those requirements;

(5) that all personnel at the Board's head office and at its research-oriented office at Calgary be fully informed, upon establishment of the above information programme and thereafter at regular intervals, of those requirements and measures, as well as of the policies developed pursuant to recommendations 1 and 3 and the action being taken to implement them;

Public Hearings

(6) that the Board ensure that henceforth, on all notices of hearings, the public, interveners and parties to the proceedings be made aware that:

(a) all documentation and exhibits may be submitted in either French or English;

(b) all evidence (oral and written) may be presented in either French or English;

(c) all witnesses may testify in either French or English;

(d) all interventions may be made in either French or English;

(e) all proceedings may be conducted in either French or English; and

(f) simultaneous translation of the entire proceedings will be provided in both official languages and that receiving equipment will be automatically offered at all times to anyone in attendance;

(7) that, in keeping with the spirit and intent of the Official Languages Act, the Board provide simultaneous translation, at all public hearings, of the entire proceedings in both official languages, and that receiving equipment be automatically offered at all times to anyone present;

Oral Communication

(8) that where the capability already exists or is in future developed within the Board to communicate internally and externally in both official languages automatically rather than only upon request, that capability be made known immediately to the public, thus enabling the public to assert its entitlement to service in the official language of its choice;

Correspondence

(9) that appropriate measures be instituted to ensure that, henceforth, incoming correspondence is answered in the official language of the correspondent without undue delay in one official language as compared to the other;

(10) that where the language preference of a correspondent or addressee is not known, all available means be used to determine in advance the language preferred by the correspondent or addressee;

Internal Communications

(11) that internal communications of a general nature such as directives, memoranda, notices, etc., be henceforth issued in both official languages under one cover;

(12) that the Board take all necessary steps to encourage its staff members to originate internal communications such as memoranda, technical and other reports etc., in the official language of their choice;

(13) that all administrative and other services, both oral and written, furnished by the Board to its employees, be henceforward made available automatically to those employees in both official languages, wherever such is not already the case;

Translation

(14) that Board personnel, other than professional translators, not be called upon or indirectly required to do translation, as this practice could jeopardize the equal quality as well as accuracy and clarity of the message in the two official languages and thus constitute a contravention of the Official Languages Act;

(15) that the Board reassess periodically its present and future needs for translation to comply fully with the Official Languages Act, and communicate its findings to the translation unit at the Department of Energy, Mines and Resources, so that the latter may properly equip itself or take such other steps as will enable it to satisfy the Board's requirements;

Language Training

(16) that, before 1 October 1975, the Board:

(a) evaluate the effectiveness of second-language training courses in terms of their impact upon the quality and use of French and English as language of internal communication; and

(b) in light of the results of this evaluation, initiate if need be, and possibly in collaboration with the Department of Energy, Mines and Resources or any other federal department or agency, a specialized second-language training course adapted to the particular technical and professional requirements of the Board and designed mainly to improve oral and written comprehension of the second language;

Language Training (Offered Outside Normal Working Hours)

(17) that the Board:

(a) inform all its personnel of the opportunities that exist for receiving second official language training outside prescribed working hours (Treasury Board Circular, 1974-91 dated 29 May 1974);

- (b) encourage its staff to participate in such programmes; and
- (c) make adequate budgetary provision to absorb the cost of such training;

Language Retention

(18) that in order to ensure that the investment in language acquisition is not subsequently lost through disuse, the Board henceforth:

- (a) establish effective language retention programmes;
- (b) encourage active participation in such programmes; and
- (c) encourage the increased use of French as a working language.

(19) that, wherever feasible, newly bilingual employees be deployed, at least on a rotational basis, to units within the organization where they can enjoy the opportunity of perfecting their newly acquired skills;

Manpower Planning & Development Programme

(20) that in order to permit the Board to reach a level of institutional bilingualism capable of satisfying the requirements of the Official Languages Act, the Board:

- (a) determine the actual manpower it needs to meet these requirements for both language of service and language of internal communication purposes;
- (b) consider the attrition rate factor as an integral part of all future Manpower Planning and Development programmes;
- (c) explore all possible sources of supply of bilinguals so as not to neglect any portion of the available manpower market;
- (d) ensure that equal consideration is extended to qualified unilingual individuals from both linguistic groups;
- (e) devise means of maximizing public awareness of present and future career and employment opportunities at the Board; and
- (f) take all possible steps to ensure that optimal use is made of linguistic skills possessed by the Board's staff at any given time;

Publications and Printed Matter

(21) that measures be adopted to ensure that the French and English texts contained in all publications and printed matter intended both for internal use and for public distribution are of equal quality, enjoy equal prominence and are distributed simultaneously;

(22) that all remaining unilingual publications, manuals, booklets, statements of duties, etc., (excluding library holdings) used for internal purposes be rendered bilingual by 30 June 1976;

(23) that where publications from other federal government institutions are distributed by the Board, copies in both official languages be available where possible. Where bilingual copies are not available, the Board should encourage the provision of such publications in both official language versions;

(24) that, in order to avoid problems of distribution, stocking, display, etc., the Board consider printing future material in both official languages under

one cover where possible, rather than in separate French and English versions. Where this is not feasible, it is recommended that the Board, in all future printings, include a statement in French in the English text to the effect that the publication or other printed matter is also available in French, and vice versa;

Library

(25) that the Board, henceforth, ensure that where its Library holding include publications issued by federal institutions or other agencies and printed in both official languages, a copy of each version is retained;

(26) that the Board initiate early and appropriate action to:

- (a) determine the availability of French reference texts (books, articles, periodicals, encyclopaedias, technical dictionaries, etc.);
- (b) determine the suitability of such material; and
- (c) acquire such quantities as will enable staff members to do research in French on the same range of subjects as in English;

(27) that appropriate steps be taken to render the Board's Library catalogue and shelf labels bilingual by 30 June 1976;

Telephone Listings

(28) that a review be carried out of the Ottawa-Hull, Calgary and "in-house" telephone directories to ensure that future listings identifying the Board, its offices or personnel adhere to the principle of equal quality and prominence in both official languages;

Telephone Answering

(29) that employees answering telephone calls identify offices of the Board henceforth in both official languages. Where those employees lack the linguistic proficiency to provide the information subsequently requested by the caller, it is further recommended that the employees be trained to use a list of courteous phrases enabling them to inform the caller that he or she will be referred without delay to another individual capable of providing the required information in the language of the caller's choice;

Signs

(30) that a survey of all internal and external signs be carried out in the Ottawa and Calgary offices to ensure that, by 30 June 1975:

- (a) all remaining unilingual signs are rendered bilingual;
- (b) all texts have been rendered accurately and correctly in both official languages; and
- (c) both official languages enjoy equal prominence and status in all cases.

(31) that all signs posted or otherwise displayed, at sites and relating to hearings being held, be in the two official languages, with both languages enjoying equal prominence and status, and with precedence given to French

at all sites in areas where Francophones form a majority of the population, and to English elsewhere;

Calling Cards, Rubber Stamps, etc.

(32) that, by 31 October 1975, calling cards, identification cards, rubber stamps, the official seal and similar articles used by employees be rendered bilingual so as to ensure that equality of status of the two official languages is respected. It is further recommended that, upon receipt of such bilingual articles, all unilingual versions thereof be withdrawn from use;

Forms

(33) that, by 30 November 1975, all present forms, including file jackets, minute sheets and questionnaires, deemed necessary for the Board's internal and external operations, be rendered bilingual and with both languages on the same copy whenever possible;

(34) that all future forms be automatically published bilingually, with both official languages on the same document;

Unions

(35) that the Board, in implementing the preceding recommendations, maintain close liaison and consultation with its employees' unions and staff associations;

Careers

(36) that the Board, in implementing the recommendations listed in this report, not jeopardize the job security and career opportunities of its personnel;

NATIONAL FILM BOARD

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1764	Montreal	English article inserted in a French publication.	Rectified
2008	Halifax	Lack of services in French at the Halifax office.	Rectified
2256	Ottawa	French headings in the English text of a brochure.	Referral
3168	Toronto	Unilingual English stamp.	Rectified

NATIONAL HARBOURS BOARD

COMPLAINTS

File No. 3365—Without Accents

The Board ran an advertisement in the *Toronto Globe and Mail* to call attention to the advantages which the port of Montreal offered to shippers. Throughout the advertisement, Montreal and Quebec were spelt in the French fashion, with accents. The complainant pointed out to the Commissioner that the English spelling was used in the English version of the National Harbours Board Act. He added that the Board used the French form of names such as St. John's (Saint-Jean) in its French-language publications.

The Board said the advertisement was designed to reflect the truly bilingual flavour of the port. It was felt that either spelling was correct but the French version would be more eye-catching.

The Commissioner recommended that where two forms of a place-name exist, the English form should be used in English texts and the French form in French texts.

He also told the Board that a bilingual logo would have drawn attention to the bilingual character of the port.

The Board informed the Port of Montreal of the Commissioner's recommendation and said it would exercise more caution in future.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2347	Ottawa	English abbreviation used in advertisement in French.	Rectified

NORTHERN CANADA POWER COMMISSION

COMPLAINTS

File No. 1340

A French-speaking person employed in a power plant in Yellowknife lodged a grievance with the Northern Canada Power Commission

for having dismissed him on the grounds that he did not speak English well.

The Commission replied that the complainant did not meet the language and technical requirements of the position he had been given. It had examined the possibility of assigning him to other duties, but the complainant preferred to work in the same field.

Having explained to the Commission that the complainant was convinced he had been dismissed for linguistic or ethnic reasons, the Commissioner recommended that the Commission examine with the complainant the possibility of assignment to a position in which imperfect knowledge of English would not be a handicap.

The Commission accepted this recommendation and met with the complainant.

NORTHERN TRANSPORTATION CO. LTD.

COMPLAINTS

File No. 3419—"Sorry, the Office is Closed"

A French-speaking person telephoned the Company's office in Ottawa at 4.40 p.m. on Friday, 15 November 1974, to obtain information. The person who answered said: "Could you not speak English?"

The Company replied that the incident had occurred about ten minutes after closing time and that the receptionist, who spoke both official languages well, had already left.

The Commissioner recommended that the Company instruct employees answering telephone calls from French-speakers after hours in the use of the following formula: "Désolé, le bureau est fermé; pourriez-vous rappeler demain à partir de . . . heures" (Sorry, the office is closed; could you please call again tomorrow after . . . o'clock").

The Company readily agreed to this recommendation and assured the Commissioner that it would be implemented immediately.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1847	Ottawa	Budget tabled for the House of Commons' approval in English only.	Rectified

PUBLIC ARCHIVES OF CANADA

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1917	Ottawa	Incorrect wording on a French stamp.	Rectified
1981	Ottawa	Bilingual forms completed in English sent to a French-speaker and services provided only in English by an agency engaged on a contract basis.	Explanation offered
2307	Ottawa	Unilingual "OHMS" initials on a truck.	Rectified
2421	Ottawa	Film sub-titles in English only.	Explanation offered
2712	Ottawa	Telephone directory published in English only.	Rectified

REGIONAL ECONOMIC EXPANSION

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1860, 1861	Ottawa	Two French-speaking public servants received the French version of questionnaire No. CC01-04 from Information Canada.	Explanation offered
1961	Ottawa	An English-speaking public servant was refused admission to language courses.	Explanation offered
2223	Ottawa	Brochure published in English only.	Rectified
2391	Ottawa	Address in English only.	Explanation offered

SAINT LAWRENCE SEAWAY AUTHORITY

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2360	Montreal	A French-speaking employee was required to take an examination prepared in English only. In addition, the personnel officer was unilingual English.	Rectified
2824	Ottawa	The Authority's name appeared in English only in an advertisement in <i>Le Droit</i> .	Withdrawn

SOLICITOR GENERAL

COMPLAINTS

File No. 1804—Both Texts Are Authoritative

A French-speaker complained that the preface to the inquiry report on the April 1971 riot in the Kingston penitentiary reminded readers that the French version of the document was a faithful translation of the English, but if “complete accuracy” was required one should refer to the English edition.

The Commissioner suggested that the Department change the preface to avoid any misunderstanding as to its attitude toward French-speakers and to better uphold the spirit of the Official Languages Act.

The Department stated that, if ever the report were to be reprinted, it would gladly change the preface to the French edition. It added that in similar situations it would henceforth only indicate which of the two texts was the original.

After considering the problem at greater length, the Commissioner concluded that these measures did not go far enough, for as soon as a department made a report available to the public this constituted a service to the public. If the French version of a report could not be considered authoritative, the French-speaking public was definitely not receiving the same quality of service as the English-speaking public. This contravened the provisions of the Official Languages Act, particularly sections 2 and 9. Believing that a department is responsible for all its publications and for the French or English translations of them, the Commissioner recommended that in all similar cases, the Department include a sentence or two in the prefaces stating that both the original texts and the translations of the reports are equally authoritative. The Commissioner added that where problems of interpretation arise, the Department should settle them by giving preference to the version which, according to the true spirit, intent and meaning of the text, best ensures the attainment of its objects.

The Department replied that in future it would refrain from indicating in its publications which of the two texts is a translation. In cases where a preface is required, however, the Department stated that it would be happy to comply with the Commissioner's recommendation.

CANADIAN PENITENTIARY SERVICE

COMPLAINTS

File No. 2024—Memorandum in English

Several French-speaking public servants in Montreal informed the Commissioner that the National Parole Board had sent them a bilingual circular letter to which it had attached a memorandum from the Canadian Penitentiary Service written in English only. They had written a letter of complaint about this in French to the central administration, and sent the Commissioner the reply they had received, which was written in English.

The Commissioner of Penitentiaries said he regretted that the memorandum in question had been published by mistake in English only, contrary to the Canadian Penitentiary Service's bilingualism policy. He said that the branch concerned had received a warning and that a directive had been issued requiring that its circulars be published in both languages.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2188	Ottawa	The results of a language knowledge examination were questioned.	Withdrawn
2330	Kingston	French-speaking inmates at the Prison for Women complained of inadequacies in the area of language and culture.	Rectified
3004	Ottawa	Unilingual English form.	Rectified
3026	Agassiz (B.C.)	Francophone inmates experienced language difficulties in dealing with the classification service.	Explanation offered

NATIONAL PAROLE BOARD

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2374	Ottawa	Memorandum concerning the United Appeal (Ottawa-Hull) circulated in English only.	Explanation offered
2774	Ottawa	Problems experienced by unilingual incumbent of a bilingual position.	Withdrawn
2924	Ottawa	Three unilingual English markings on an envelope.	Rectified

URBAN AFFAIRS

COMPLAINTS

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2200	Montreal	Receipt by a French-speaker on two occasions of unilingual English brochures.	Rectified
2659	Vanier	A position should have been identified as bilingual.	Explanation offered

VETERANS AFFAIRS

COMPLAINTS

File No. 1159—Queen Mary Hospital

A French-speaking member of the RCMP in Montreal said that he had been unable to obtain service in French at the ophthalmology clinic and the prosthesis service in the Queen Mary hospital in Montreal.

The Department of Veterans Affairs, which is responsible for the Queen Mary hospital, informed the Commissioner that there were five doctors in the ophthalmology clinic, and that of these, four spoke French fluently and one had some knowledge of the language. The Department also said a translation service was always available to patients who wished to speak to unilingual doctors in the hospital.

As for the prosthesis service, the Department said that the person in charge of this service, although English-speaking, was able to communicate with French-speaking customers in French that was adequate for the purpose of supplying glasses. If language difficulties arise, the hospital administration provides translation services.

In view of the fact that doctor-patient relations are confidential and very personal, the Commissioner recommended to the Department that all medical care be provided automatically to patients in the official language of their choice by doctors who have a good knowledge of that language. Regarding the other services provided by the Queen Mary hospital, the Commissioner recommended that the composition and assignment of the personnel in the various divisions and services in the hospital be such that service of equal quality is available at all times in both official languages.

The Department took due note of the Commissioner's recommendations and assured him that it would try to recruit as many bi-

lingual doctors as possible. It also said that every effort was being made to ensure that all divisions and services in the hospital had the necessary personnel to provide service in both French and English at all times.

File No. 1883—English Manuals

A French-speaker complained that the Department of Veterans Affairs did not make forms, manuals and directives available to its employees in both official languages.

The Department replied that a program of revision, rewriting and translation had been in existence for the past few years for the purpose of making all forms bilingual or available in both French and English. Priority was being given to forms intended for use by the public. Once this stage was completed, attention would be given to forms for internal use.

As well, the War Veterans Allowance Board was reviewing all the forms relating to war allowances for civilians and veterans in the light of administrative and legislative changes made over the past two years. Nineteen of the thirty-nine documents in question were bilingual or available in both French and English, but after the current study a number of these documents will be discontinued or rewritten. The office consolidation, which contains the legislation and regulations governing the Department and its agencies, is bilingual or published in French and English versions. Previously, when amendments were made, the covering letter for both versions was written in English only. Henceforth, the covering letter will be in the same language as the document. The Department's ten-chapter guide relating to war allowances for civilians and veterans is bilingual, as are a number of other volumes.

Because the Commissioner believes that the translation of administrative manuals and directives for use by federal employees is an essential element in the implementation and promotion of French as a working language in the Public Service, he recommended that the Department have the unilingual sections of the guide translated as soon as possible, and, in general, that delays in translation be reduced to a minimum. He has also recommended that a check be made with the regional offices to ensure that the above-mentioned documentation is always available in both official languages.

The Department expressed its intention to have the guide distributed as soon as possible in both official languages.

File No. 2550—Letter in English

A French-speaking Albertan complained that the Department of Veterans Affairs wrote in English to a veteran. The latter had subse-

quently asked him to translate the correspondence and reply to the Department in French.

The Department informed the Commissioner that it had sent the first letter to the veteran in English, and that he had replied in French through a third party. Later, when the veteran himself had written in English, the Department had answered him in English.

The Department stated that, as a rule, it answered its correspondents in the official language they have used. When a correspondent used both official languages, the Department believed that it was within its rights to follow suit, which explained why it wrote to the veteran in English. If, however, someone clearly stated that he wished to be served in one of the official languages, the Department used that language. According to the Director of Veterans Welfare in the Edmonton office, this policy had been applied in his office.

The Commissioner pointed out to the Department that the duty of ensuring service in both official languages was incumbent on Canadian government institutions, whereas the public had the choice of using either of the official languages.

In this case, the Commissioner felt that the veteran had indicated to the Department by the reply in French that he wished to correspond in that language.

The Commissioner then recommended that:

- 1) the Department use the official language of its correspondents when it is known, and
- 2) indicate that it is prepared to use the preferred official language of its correspondents in other cases.

The Deputy Minister replied that the first recommendation coincided with a long-standing policy of the Department. He was unable to affirm, however, whether this policy had always been applied, particularly in the western regions of Canada. The Department was trying, however, to correct the situation through its program for recruiting bilingual public servants and its language training program.

The Deputy Minister, nevertheless, asked the Commissioner to elaborate on his second recommendation. The Commissioner did not believe that the use of writing paper with a bilingual letterhead showed an implicit willingness on the part of the Department to correspond in either of the official languages. Referring to his *First Annual Report* (page 26), the Commissioner pointed out to the Department that, as a general rule, the fact that a person had a French name was sufficient indication for the Department to write to him in French. He suggested that the Department use a form on which the correspondent could indicate the official language of his choice, or that it

include this information on questionnaires and other documents as the Unemployment Insurance Commission had done. These forms would, of course, have to meet the Department's needs.

In response to these clarifications, the Deputy Minister told the Commissioner that the Department was prepared to implement his second recommendation and would discuss it with the Department's other agencies—the Canadian Pension Commission, the War Veterans Allowance Board, the Bureau of Pensions Advocates, and the Pension Review Board.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2033	Ottawa	Military emblems with English wording used in advertisements in a French-language newspaper.	Explanation offered
2179	Sainte-Anne-de-Bellevue (Quebec)	Bulletin in English only announcing a visit by the Minister.	Explanation offered
2232	Ottawa	The complainant failed an English examination.	Withdrawn
2406	Sainte-Anne-de-Bellevue (Quebec)	Notices posted in French only on three occasions.	Rectified
2701	Montreal	Queen Mary Veterans' Hospital: delay in the translation of medical reports.	Explanation offered
2789	Sainte-Anne-de-Bellevue (Quebec)	Instructions given in French only on the public address system.	Explanation offered
3014	Ottawa	Nurses at the Rideau Veterans' Home were allegedly forbidden to speak French.	Not justified
3267	Ottawa	Letter in English sent to French-speaking persons.	Explanation offered

YUKON TERRITORIAL GOVERNMENT

COMPLAINTS

File No. 1428—An Emanation

A French-speaking person from Dawson City complained that the enrolment card for the Yukon Territory Health Care Insurance Plan

(Y.H.C.I.P.) was available in English only. The complainant alleged that none of the forms, signs and services of the Yukon Territorial Government were, to his knowledge, available in French. He also added that the Territorial Government was an "emanation" of the Federal Government, in particular of the Department of Indian Affairs and Northern Development.

The question was first brought to the attention of the Department of Indian Affairs and Northern Development, which replied as follows:

"Although the Territorial Government in the Yukon is established by the Yukon Act, which is a Federal Statute, and the Commissioner administers the Territory under the direction of the Federal Government, the legislation establishing Territorial Government forms, signs and services must be passed by the Territorial Council, which is a legislature elected by the people of the Territory in much the same way as the legislatures in the Provinces. Accordingly, the Commissioner is limited to some extent by the scope of the legislation passed by the Territorial Council. Since French-speaking people in the Yukon constitute such a small percentage of the total population [2.4% (1971 Census)], the Council has not considered it necessary for Territorial forms, signs and services to be made available in French.

While there is no legislative requirement for Territorial forms, signs and services to be made available in French, [we] know that the Commissioner and his officers are sympathetic to the particular needs of individuals in the Territory. [We are] sure that if the person submitting the complaint is concerned with specific forms or signs, or is encountering some difficulty with a service of the Territorial Government, the Commissioner would be prepared to take appropriate action. We would be glad to refer the matter to the Commissioner, if you wish, or the person who registered the complaint may prefer to write to the Territorial Government on his own."

In reply to the Department's letter, the Commissioner of Official Languages agreed that the complaint be referred to the Commissioner of the Yukon Territory and passed on to the Department the opinion of his legal adviser on his jurisdiction in this matter:

a) The first issue is whether the Yukon Territorial Government is an "institution of the Parliament and Government of Canada" within Section 2 of the Official Languages Act. While one is tempted to analogize the Territorial Government to that of a province, it clearly is not so under the BNA Act. It is a creature of the Federal Government, and a perusal of the Yukon Act demonstrates the continued Federal presence (for example see Section 20(1) and (2) and Section 26(5)). Nevertheless it is clearly not as directly controlled by the Federal Government as is a department or ministry and perhaps, for that reason,

would not be covered by Section 9. In any event, the question to be explored is whether it is an "institution of the Parliament and Government of Canada" under Section 2 and therefore obliged to respect the "equality of status and equal rights and privileges" conferred on French and English.

b) Legally, French is still an official language of the Yukon Territory for the reasons set out by C. A. Sheppard in his Study No. 10 of the Royal Commission on Bilingualism and Biculturalism on pp. 86-87 (*The Law of Languages in Canada*, Information Canada, Ottawa, 1971).

The Department of Indian Affairs and Northern Development had undertaken to fund the translation and publication of the Yukon Ordinances in the French language and was prepared to fund the publication of the Territorial Regulations in French. This was the opportune moment to deal with the particular matter of the Y.H.C.I.P. form.

Discussions had begun between officials of the Translation Bureau, the departments of Justice and of Supply and Services, and the Yukon Territory, during which it had been suggested that it might be advantageous to start the project by selecting ordinances on a priority basis for translation and publication rather than by attempting to translate all of them before printing began. Perhaps the main priority could be given to the law which most closely governed the daily lives of the residents, but it would be advisable first to develop a set of criteria for use as a guide in establishing this context, including ease of translation, local interest and importance, legislation repealed and replaced in its entirety, social and labour legislation and legislation of common use in the territorial courts. The Territorial Government added that there was also a need to translate the regulations promulgated under the authority of the various ordinances and proposed that any regulations issued under a particular ordinance should be translated and published in French at the same time that the ordinance was translated.

However, the Territorial Government agreed with the Department's opinion that "since French-speaking people in the Yukon constitute such a small percentage of the total population, the Council has not considered it necessary for territorial forms, signs and services to be made available in French". The Territorial Government added that "it should be reiterated that Council might become very reluctant to provide this additional service if it were required to raise these funds locally".

In view of the small percentage of French-speaking people in the Yukon, the Commissioner considered that the Territorial Government's

decision to have the territorial ordinances and regulations translated was a satisfactory interim approach to the question.

With regard to federal institutions, however, the Commissioner recommended that, wherever the linguistic composition of their staff allowed it, they offer their services to the public in the official language of its choice.

The Commissioner asked to be kept informed of all steps that the Yukon Territorial Government might decide to take in order to comply with the requirements of the Official Languages Act.

A year later, the Department of Indian Affairs and Northern Development assured the Commissioner that territorial ordinances and regulations had been sent for translation to the Translation Bureau of the Department of the Secretary of State.

File No. 2340—Tourism

A French-speaking person wrote to Yukon House in Vancouver for information concerning tourism in the Yukon. He received a reply written in poor French telling him that the required information was not available in French.

The Commissioner of the Yukon Territory said he was sorry that the form letter sent to the complainant was written in faulty French, and indicated that it would be corrected as soon as possible. He was not sure, however, whether the government of the Territory would be able to have its tourism publicity translated.

The Commissioner recommended that the government of the Territory set up a program for translating its publicity aimed at the travelling public.

The government of the Territory took steps to ensure the availability of all its tourist information in both official languages. Translations of existing printed matter had been prepared and a bilingual brochure was to appear in 1974-1975. Moreover, it hoped to obtain additional funds so that all brochures could be published in French in 1975-1976.

E. Non-Federal and Other Heavenly Bodies

Finally, we summarize a few transactions with individuals or agencies beyond the baleful pale of the Official Languages Act.

1. Education

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1859	Quebec	The Province of Quebec did not offer enough French courses to English-speaking children.	Referral
1881	Ontario	Public transportation system serving English-speaking students in Etobicoke should also serve Francophones attending the Downsview school.	Referral
1884	New Brunswick	Students objected to the situation at the Restigouche Polyvalente (composite school).	Explanation offered
1899	New Brunswick	An advertisement for recruiting bilingual teachers stipulated that the candidates' mother tongue should be French.	Referral
1901	Ontario	The French Language Advisory Committee of the Carleton Board of Education found it unfair that the Secretary of State Department allocated funds only to school boards in the National Capital Region for teaching French as a second language.	Assistance rendered
1915	New Brunswick	Participation of French-speakers in decisions made by the Department of Education.	Explanation offered
1952	Ontario	The Ministry of Education should reconsider the age limit in order to enable younger students to take advantage of the program of grant-aided second language summer courses.	Referral
1966	Ontario	A complainant expressed her dissatisfaction with the paucity of French taught in Temiscaming public schools.	Referral
1973, 2118	Ontario	A French-speaker wondered what use was made of federal grants for the teaching of French and the provision of schooling in French.	Assistance rendered
1992	Ontario	An English-speaker objected to the Ottawa School Board's decision to concentrate its French immersion courses in only a few schools.	Referral
1998	Quebec	Difficulty in obtaining financial assistance in order to take courses leading to a certificate for teaching French as a second language.	Referral
2063	Ontario	Availability of funds for the teaching of French as a second language.	Explanation offered

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2069	Ontario	Request for assistance in obtaining a bursary for French summer courses.	Assistance rendered
2142	Ontario	Courses for learning French as a second language should be offered to the age group between five and fifteen instead of those between the ages of forty-five and sixty.	Explanation offered
2169	Nova Scotia	An English-speaking student in Nova Scotia was unable to take French courses at Mount Allison University within the context of the program of grant-aided summer language courses because the university in question was located in New Brunswick.	Explanation offered
2195	New Brunswick	A Campbellton secondary school drew up separate timetables for French-speaking and English-speaking students.	Explanation offered
2201	Quebec	French was not compulsory in English-language CEGEPs whereas English was compulsory in French-language ones.	Referral
2483	Ontario	Alleged violation of the right of French-speaking parents in Halton County to provide their children with schooling in French.	Referral
2639	British Columbia	A French-speaker wished to learn the Commissioner's opinion on the administration of programs for the teaching of French in the province.	Referral
2689	Ontario	A school in which classes were conducted in English was to become a French school.	Explanation offered
2699	Quebec	An English-speaking student in Alberta applied for a summer job in Quebec and received a letter and forms in French only.	Referral
2854	Quebec	Delay in obtaining a reply concerning a program of grant-aided summer courses.	Assistance rendered
2875	Quebec	Three-month delay in obtaining a bursary application form for summer courses from the Department of Education.	Referral
2920, 3087	Manitoba	The St-Boniface School Board proposed to close down <i>L'École Taché</i> , the only elementary school where lessons were taught exclusively in French.	Assistance rendered
3044	Ontario	Request for exemption from entrance examination.	Explanation offered

2. *Private Enterprise*

File No. 2152—Eastern Airlines

A French-speaker travelled to Washington D.C. by Eastern Airlines in January 1973. He complained that during the entire flight from Ottawa to Washington, all announcements were in English only and instructions on what to do in an emergency were printed in English only.

The Commissioner explained that the Official Languages Act did not give him jurisdiction over private enterprise. He undertook, however, to get in touch with the airline unofficially and see what could be done.

Eastern Airlines informed the Commissioner that it was trying to provide more bilingualism in its services in Canada but it had encountered a number of practical problems. U. S. federal law prevented the airline from hiring Canadians and it was not easy to find French-speaking U.S. citizens who wanted the kind of work offered. In addition, the airline's labour contracts prohibited it from confining flight attendants to particular routes: flight attendants bid monthly for the flights they prefer to work and bids are "awarded" on the basis of seniority.

Eastern Airlines proposed to redesign instruction cards and print them in English, French and Spanish. International pictorial signs would be used instead of written directions in the airline's newer aircraft. Eastern was also looking at the possibility of prerecording in-flight announcements in the appropriate languages and was thinking of offering French conversation courses to volunteers on the same basis as it now offers Spanish courses.

The Commissioner replied to Eastern Airlines that he greatly appreciated its interest in bilingualism. He said that he particularly hoped that language courses would prove popular and successful because of the importance of personal communications in the case of illness, change of plans or in moments of stress.

File No. 3161—Eaton's

A French-speaking woman informed the Commissioner of an unfortunate incident in which she was involved at the Scarborough branch of Eaton's. Having bought a few things, the complainant sought to pay for them by writing a personal cheque in French. This led to dealings with the saleswoman, her supervisor and the store manager. Finally the client told the manager that she would not buy the goods unless her cheque was accepted as written, in French. The manager then remarked to the saleswoman's supervisor: "Well, after all, there are only two words in French (he had not seen the date), have someone check if it is the right amount, and don't forget to phone the bank Monday to see if they'll accept the cheque. . ." The client felt certain

she had misheard. Noticing that she appeared flabbergasted, the manager hastened to add: "You understand if we . . . start this we might end up doing it for the Italians, etc." The complainant stated that that Saturday (13 July 1974) was the last time she set foot in an Eaton's store and that she strongly urged all French-speakers to do likewise.

The Commissioner informed the complainant that her complaint did not come under the purview of the Official Languages Act. Nevertheless, he offered to take the matter up unofficially with the President of the Company in Toronto, noting that the complainant had already sent the latter a copy of her letter.

The President of Eaton's replied that he regretted the unfortunate blunder and informed the Commissioner that his Company sought to offer Canadians the possibility of expressing themselves and conducting their business in either of the two official languages throughout Canada. He added that the Company would formalize a hitherto informal practice which had been followed outside Quebec. The Company would:

- a) undertake to communicate in writing with all its customers wherever they may be located, in either French or English, according to their choice;
- b) ensure that its employees accept written documents in either language, including payments;
- c) attempt to assure that, in facilities outside Quebec, of appropriate size, a bilingual capability is available.

The President also sent the Commissioner an English translation of a letter of apology that the Vice-President of the Quebec region had sent the complainant.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1826	Montreal	According to a French-speaking dentist, his Association's bilingualism policy discriminated against its French-speaking members.	Referral
1877	Verdun (Quebec)	Services provided in French only by an electrical appliance store.	Withdrawn
1898	Mackay (Ontario)	Advertising leaflet in French only.	Withdrawn
1927, 1934	Bonnyville (Alberta)	Advertisement published in a western newspaper inciting the public to demand that English be Canada's only official language.	Withdrawn
1957	Ottawa	Mediocrity of the French in instructions on the use of a screwdriver.	Withdrawn

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1968	Montreal	Mediocrity of the French in a booklet containing instructions on the maintenance of an electrical appliance.	Referral
1974	Gaspé Peninsula (Quebec)	Mediocrity of the French on place mats used in several good restaurants in the Gaspé Peninsula.	Assistance rendered
2007	Dorval (Quebec)	The catalogue of a duty-free store listed some items in French only.	Assistance rendered
2013	(British Columbia)	A professional corporation required members who wished to work in British Columbia to take an English language knowledge test.	Withdrawn
2031	Toronto	Unilingual English labels on a toy.	Referral
2041	Montreal	Bilingual form, the French version of which contained four spelling mistakes: Canadian Bar Association.	Referral
2106	Ottawa	The Ottawa Civil Service Recreational Association published a unilingual English newspaper.	Referral
2110	Ottawa	Bulletin containing numerous mistakes in French.	Referral
2146	Winnipeg	No service provided in French by an airline company.	Withdrawn
2208	Charlottetown (P.E.I.)	Disparity between the services provided in English and in French during an interprovincial conference on teachers' pension plans.	Referral
2213	Ottawa	At the National Arts Centre there were four window displays of English books but only one of French books.	Withdrawn
2240	Ottawa	A French-speaker received the magazine <i>Canadian Consumer</i> instead of the French version, <i>Le Consommateur Canadien</i> .	Referral
2241	Quebec City (Quebec)	Unilingual English label on a chemical product.	Referral
2261	Ottawa	The French version of an advertising leaflet was riddled with spelling mistakes. The explanatory notes on several items were unilingual English.	Referral
2309	Toronto	Mediocrity of the French translation of an advertisement.	Referral
2327	(Ontario)	Brochure explaining how to assemble storage sheds written in almost incomprehensible French.	Referral

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2357	(Quebec)	Wrapping paper on a pound of butter printed only in French.	Referral
2411	Ottawa	Unilingual English epaulettes.	Referral
2414	Ottawa	A French-speaker received three unilingual English magazines.	Withdrawn
2422	Toronto	An English-speaker experienced difficulty in obtaining a catalogue in English.	Referral
2482	(Ontario)	A French-speaker accused his union of discriminating against him: Ontario Hydro.	Withdrawn
2508	Hull (Quebec)	Unilingual English stamp imprinted on a Canada Savings Bond.	Referral
2541	Montreal	Letter of protest sent by a French-speaker to an English-language department store.	Withdrawn
2544	Quebec City (Quebec)	Statement of account in English sent to a French-speaker.	Referral
2576	Montreal	Documentation in French sent to an English-speaker.	Referral
2577, 2609	Montreal	Mediocrity of the French in a brochure issued by the Royal Life Saving Society of Canada.	Referral
2582	Montreal	Letter in English sent to a French-speaker.	Withdrawn
2584	Saint-Jean (Quebec)	Unilingual English receipts issued to French-speaking customers.	Referral
2593	Ottawa	Envelope with return address printed in French addressed to an English-speaker.	Withdrawn
2596	Ottawa	A French-speaker complained about the advertisement of products labelled in English on French-language television.	Referral
2601	Hamilton	Advertisement published in English and Italian in a Hamilton daily.	Not justified
2604	Ottawa	Official prospectus and application form printed in English only.	Referral
2605	Ottawa	Manual available in English only.	Referral
2613	Quebec City (Quebec)	No documentation in French available from a car dealer.	Referral
2617	Montreal	A company used reply envelopes addressed only in English.	Referral
2623	Don Mills	No service in French offered to customers.	Referral

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2645	Quebec City (Quebec)	Mediocrity of the French in a bilingual magazine.	Explanation offered
2648	Dorval (Quebec)	No telephone reception in French provided by an airline company.	Explanation offered
2653	Toronto	Statements of account in English sent to a French-speaker.	Referral
2654	Montreal	Correspondence courses offered in English only.	Referral
2661, 2686	Lucerne (Quebec)	Program printed in English only.	Referral
2688	Montreal	Letters in English sent to French-speaking tenants.	Referral
2703	Quebec City	Envelopes addressed in English.	Referral
2736	Quebec City	Wrapping paper printed in English only.	Referral
2755	Montreal	Reply card in English only sent to a French-speaker.	Referral
2768	Quebec City	French-speaking employers required transactions to be conducted in French.	Referral
2769	Quebec City	Documents in English sent to a French-speaking person.	Referral
2773	Ottawa	Documents in English sent to a French-speaking person.	Explanation offered
2780	Montreal	Unilingual English company name, correspondence and advertising material.	Referral
2797	Ottawa	No telephone service in French provided by a taxi company.	Withdrawn
2806	Ottawa	Service not available in French at the Civic Centre.	Referral
2807	Ottawa	No service in French at a well-known jewellery store.	Referral
2878	Montreal	Invoice in English only sent to a French-speaking person.	Explanation offered
2908	Ottawa	Concert program printed in English only.	Assistance rendered
2933	Ottawa	Lack of services in French at the municipal hospital.	Explanation offered
2965	Montreal	Menu written in English only.	Referral
2970	Montreal	French-speaking employees required to work under unilingual English supervisors.	Referral

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2985	Campbell's Bay (Quebec)	Unilingual English counter clerks.	Referral
2986, 2990	Wawanesa (Manitoba)	Mediocrity of the French on an application form.	Referral
3043	Ottawa	The Ottawa Civil Service Recreational Association allegedly did not offer swimming lessons in French.	Explanation offered
3075	Quebec City (Quebec)	An association used envelopes with the letterhead, address and emblem in English only.	Referral
3112	Montreal	Lack of services in French: International Congress of the World Confederation for Physical Therapy.	Explanation offered
3141	Ottawa	A French-speaking commissionnaire was required to write an examination in English.	Referral
3309	Hull (Quebec)	A French-speaking person received a catalogue in English from a major hardware store.	Explanation offered
3353	Chomedey (Quebec)	A French-speaker received a catalogue in English.	Explanation offered
3367	Ottawa	A confusing listing in a directory	Assistance rendered

3. Members of Parliament

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1956	Ottawa	Circular letter from a Member of Parliament written in English only.	Explanation offered
2060	Ottawa	Letterhead of a letter from a Member of Parliament bore only the unilingual inscription "House of Commons".	Withdrawn
2273	Ottawa	A few errors in the French of a letter sent by a minister to the employees in his department.	Explanation offered
2848	Ottawa	Letter from a Member of Parliament to his constituents written in English only.	Referral
2993	Ottawa	Poor quality of the French in a letter from a Member of Parliament to his constituents.	Assistance rendered

4. *Provinces and Municipalities*

File No. 2451—Summons In English (Ontario)

A French-speaking person from Quebec told the Commissioner that he had received a summons in English from the Ontario provincial court (Ottawa-Carleton judicial district) following an infraction of the regulations governing traffic on Government of Canada property.

The Commissioner informed the complainant that he was not empowered to investigate his complaint since the summons had not been issued by an institution under the jurisdiction of the Parliament or Government of Canada. He said, however, that he had often brought similar complaints to the attention of the provincial official concerned.

In Ontario all writs, pleadings and proceedings must be written *in English* pursuant to section 127 of the Judicature Act (RSO 1970). However, the Ontario judicial authorities in Ottawa will send out an explanation of a summons in French upon request.

File No. 2452—Manitoba

A Franco-Manitoban was charged with exceeding the speed limit in a 30-mile-an-hour zone. The summons he received was in English only.

He wrote to the Queen complaining that his linguistic rights had been denied. In his letter, he pointed out that when Her Majesty visited his village in 1970, she spoke to the people there in French.

The Lieutenant-Governor replied to the letter explaining the law as it applies to language in the Manitoba Courts; stated briefly, it is that English is the only language to be used in defence or prosecution or in a decision in a Manitoba Provincial Court. In practice, however, the courts do hear witnesses in a variety of languages and, when the court and the parties involved agree, the proceedings may be in French.

Not satisfied, the complainant wrote to the Commissioner, soliciting his aid.

The Commissioner informed him that the legal position was as described by the Lieutenant-Governor. However, the Commissioner said he would suggest to the Attorney-General that he consider providing supplementary information in French, as was done in French-speaking parts of Ontario, when a summons was issued to a French-speaker.

The Commissioner then sent the Attorney-General of Manitoba a copy of the notice in French used in conjunction with summonses in Ontario and suggested that he get in touch with General W. A. B. Anderson, the bilingualism co-ordinator for the Province of Ontario, if we wished to have further details.

File No. 2740—British Columbia

A correspondent from Vancouver protested that if a French-speaking person wishes to obtain the services of an interpreter at the driver licensing office in Vancouver, he must pay for them himself.

With the complainant's permission, the Commissioner referred her complaint to the British Columbia Minister of Transport and Communications.

The officials in the driver licensing office replied that in future the services of an interpreter would be available free of charge to those whose mother tongue was French, Cantonese, Hindi, Punjabi, Spanish or Portuguese.

File No. 2932—Ottawa Civic Hospital

A French-speaking person dialed the number he found listed in the telephone directory under "Hôpital Civic d'Ottawa". The switchboard operator did not understand French.

At the Commissioner's request the bilingualism adviser at Ottawa City Hall passed this complaint on to the person responsible for bilingual services at the Civic Hospital. After admitting that telephone service was not always available in French, the latter said that twenty-five per cent of the personnel assigned to the switchboard were bilingual. However, calls had to be answered twenty-four hours a day, seven days a week and this required dividing the personnel into five shifts a day, a procedure which gave rise to many difficulties. Current policy was to bring in a bilingual replacement for any employee who left his job, until 50% of the staff was bilingual.

File No. 2999—In Court in Chilliwack, B.C.

A unilingual or almost unilingual French-speaking resident of Quebec was arrested in Chilliwack, British Columbia, for possession of marijuana. He went to court and pleaded guilty. His wife telephoned the Commissioner's office and said that her husband was to be sentenced at 2:00 p.m. that same day. She said that he had been refused the right to explain himself in his own language and that no reasons had been given for this refusal.

The Commissioner asked the legal aid lawyer in Chilliwack and the Provincial Court Administrator for information on the case. He was told that the person detained had been sentenced to pay a fine of \$25. He had apparently then left the area with his family to return to Quebec.

The Commissioner also tried to find out whether the accused had chosen to plead in English and whether the provincial court in question

had complied with the requirements of Section 11(1) of the Official Languages Act when exercising a criminal jurisdiction.

According to the legal aid lawyer in Chilliwack and the Provincial Court Administrator, the accused was able to speak English fairly well. Moreover, the lawyer had apparently asked him in French whether he required an interpreter, but had concluded that he wished to go through the summary proceedings in English. The complainant had said during a second telephone conversation that her husband had not wished to wait until the services of an interpreter were available. As for the denial of the right to speak, the accused seems to have been mistaken. He had wished to address a few words to the judge before pleading innocent or guilty but the judge declared that this was irregular. Moreover, compliance with Section 11(1) of the Act by provincial courts exercising a criminal jurisdiction is exclusively the responsibility of these courts and the provinces have authority to establish procedural rules under subsection 5 of this same section.

Finally, since the administration of justice is the responsibility of the provinces and since the court in question is a provincial court, the Commissioner did not have the statutory authority to make recommendations to it. Persons who have been deprived of their rights have the normal recourses available when a court does not comply with a law of the country, including the right to appeal their case. In addition, the provincial courts must themselves ensure that this right is respected and erroneous decisions may be quashed by a higher court.

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1173	Sudbury (Ontario)	Announcements made in English only on the public address system in the Sudbury airport; plaque bearing the names of members of the airport commission in English only.	Explanation offered
1962	Hull (Quebec)	Unilingual French signs in the court-house.	Referral
2005	Hull (Quebec)	Inadequate signs on highways No. 16, 17 and 31 in the Province of Ontario.	Referral
2039	Saskatchewan	Problems faced by the civil servants of the Province of Saskatchewan who wished to take advantage of language courses offered by the federal government.	Referral
2077	Toronto	Telephone reception in English only at Queen's Park.	Referral
2094	Ottawa	Summons in English sent to a French-speaking person.	Referral

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2123	Quebec City	A reply card from the Department of Transport in French only.	Referral
2143	Quebec City	Unilingual French particulars on an envelope addressed to an English-speaker by the Justice Department.	Referral
2161	Montreal	A publication was printed in French only.	Explanation offered
2165	Ottawa	Summons in English sent to a French-speaker.	Explanation offered
2207	Ottawa	Unilingual English "Driver's Handbook" published by the Province of Ontario.	Assistance rendered
2210	Deux-Montagnes (Quebec)	Unilingual French leaflet on the demerit system issued by the Province of Quebec.	Explanation offered
2212	Ottawa	Road signs on the Queensway and near Ottawa Station in English only.	Referral
2324	Saskatchewan	Summons in English received from the province.	Explanation offered
2331	Ottawa	The "Driver's Handbook" published by the Ontario Ministry of Transportation and Communications was available in English only.	Suggestion offered
2339	Ottawa	Summons in English sent to a French-speaking person.	Explanation offered
2386	Upper Canada Village (Ontario)	Visitors provided with services in English only at Upper Canada Village.	Referral
2472	Ottawa	French treated as a foreign language in provincial courts.	Explanation offered
2474	Ottawa	Summons in English only sent to a French-speaker.	Explanation offered
2494	Ottawa	Signs in French only on the tenth floor of a building occupied by the Regional Municipality of Ottawa-Carleton.	Referral
2551	Ottawa	Summons in English only sent to a French-speaker.	Referral
2629	Bathurst (N.B.)	Request that French be used in the provincial court.	Explanation offered
2635	Ottawa	Summons in English only sent to a French-speaker.	Explanation offered
2668	Ottawa	The Provincial Court, the Ministry of Revenue and the Ministry of the Solicitor-General of the Province of Ontario sent unilingual English documents to French-speakers.	Referral

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2675	Quebec City	The leaflet describing the Province of Quebec's demerit system was unavailable in English.	Referral
2700	Ottawa	Postdated cheque accompanied by an explanation in English sent back to a French-speaker by the Treasurer of the City of Ottawa.	Referral
2765	Bathurst (N.B.)	Unilingual English signs in garages and warehouses belonging to the Department of Highways.	Referral
2801	Rockland (Ontario)	Reply in English from the municipality to a tender submitted in French.	Referral
2836	Montreal	A Montreal taxi driver was allegedly unable to renew his licence because he had failed the prescribed French language knowledge examination.	Referral
2887	Blind River (Ontario)	Lack of services in French at Ontario Hydro's Robert Saunders Generating Station and at Upper Canada Village; request that vehicle licence plates and driver examination forms be bilingual.	Explanation offered
2898	Ottawa	Ticket in English issued to a French-speaker by a unilingual English officer on the municipal police force.	Referral
2907	Ottawa	Unilingual English sign placed on the Queensway by the Province of Ontario's Ministry of Transportation and Communications.	Referral
2941	Sudbury (Ontario)	No service in French at the Ontario Provincial Police Station.	Referral
2953	Toronto	No service in French at the Ontario Science Centre.	Referral
2987	Ottawa	No service in French at the Clerk's Office.	Withdrawn
3002	Hawkesbury (Ontario)	Documentation in English concerning a traffic violation sent to a French-speaking person.	Referral
3006	Ottawa	A French-speaker received a summons in English.	Withdrawn
3047	Edmonton	Summons in English issued to a French-speaker by an RCMP officer.	Explanation offered
3067	Toronto	Poor quality of the French in a letter from the Ontario Municipal Board.	Explanation offered
3195	Ottawa	A French-speaking person received a summons in English.	Referral

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
3203	Ottawa	A police officer was unable to express himself in French.	Referral
3295	Ottawa	A French-speaking person received a summons in English.	Referral
3231	Charlotte-town	Some signs in the Confederation Centre of the Arts were unilingual English.	Rectified
3351	Ottawa	Summons in English sent to a French-speaking person.	Explanation offered
3372	Alberta	A birth certificate with incorrect accentuation issued.	Rectified

5. Public Service Unions

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1984	Hull (Quebec)	The presence of a unilingual English union representative hindered a French-speaking employee in the performance of his duties.	Explanation offered
3055	Ottawa	The Public Service Alliance of Canada sent a circular in English to a French-speaking member.	Assistance rendered
3073	Ottawa	A meeting of the Public Service Alliance of Canada was not completely bilingual.	Referral
3212	Ottawa	A press release was issued in English only by the Professional Institute of the Public Service of Canada.	Referral

6. Telephone Services

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
1654	Ontario	Inadequate services in French in the Blind River region.	Assistance rendered
1809	British Columbia	The British Columbia Telephone Company did not offer services in French.	Referral
1862	Quebec	Small businesses tended to list their names in English in the telephone directory.	Referral
1994, 2792	Ontario	Inadequate services in French provided by Bell Canada.	Assistance rendered

FILE NO.	PLACE	NATURE OF COMPLAINT	DISPOSITION
2507	Ontario	Lack of bilingual service from Bell Canada telephone operators in the St. Catharines region.	Explanation offered
2581	Quebec	No service provided in French by the Bell Canada Treasurer's office in Montreal.	Referral
2583	Nova Scotia	No service in French.	Assistance rendered
2729	British Columbia	No service provided in French by the telephone operators of the British Columbia Telephone Company.	Referral
2754	Ontario	A client in Toronto was unable to obtain the services of a French-speaking telephone operator after a ten-minute wait.	Referral
2813	Ontario	Unilingual English service provided by Bell Canada in Copper Cliff.	Referral
2837	Ontario	Telephone operators on the night shift transfer incoming calls in French to Montreal or simply hang up.	Referral
2843	Ontario	Northern Telephone Limited and Ontario Northland Communications offered no services in French.	Explanation offered
2922	Ontario	Confusing listing in the Ottawa telephone directory.	Assistance rendered
2931	Ontario	Letter in French sent to an English-speaker by TeleDirect, a Bell Canada subsidiary.	Explanation offered
2997	Ontario	A French-speaker telephoned Ottawa from Sudbury and when she addressed the operator in French, the latter hung up.	Referral
3052	Ontario	No service in French for a long-distance call to Toronto.	Withdrawn
3091	Ontario	Bilingualism labelled "ridiculous" on a notice board in Place Bell Canada in Ottawa.	Assistance rendered
3106	Ontario	Difficulties encountered when placing long-distance calls in French.	Referral

Madrigal

Ask not of this book that's bound to die
To what dusty shelf it will go;
The months and years all flutter by,
It's best (dear readers) not to know.

Appendix

A Few Figures For Doctoral Candidates

TABLE I. Linguistic Status of Positions in the Public Service of Canada, by Region (November 1974)

Region	Bilingual		English Essential		French Essential		English or French		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
British Columbia	218	0.8/ 0.4*	27,072	99.1/ 15.6	40	0.1/ 0.1	3	0.0/ 0.0	27,333	100.0/ 9.5
Alberta	249	1.4/ 0.5	18,100	98.5/ 10.4	21	0.1/ 0.1	2	0.0/ 0.0	18,372	100.0/ 6.3
Saskatchewan	95	1.2/ 0.2	8,040	98.7/ 4.6	7	0.1/ 0.0	1	0.0/ 0.0	8,143	100.0/ 2.8
Manitoba	301	2.5/ 0.5	11,852	97.2/ 6.8	37	0.3/ 0.1	5	0.0/ 0.0	12,195	100.0/ 4.2
National Capital Region	36,646	44.1/ 66.7	22,233	26.8/ 12.8	4,198	5.0/ 11.5	19,981	24.1/ 84.6	83,058	100.0/ 28.8
Ontario	2,223	3.7/ 4.0	56,198	94.5/ 32.4	202	0.4/ 0.6	841	1.4/ 3.6	59,464	100.0/ 20.6
Quebec	12,967	27.6/ 23.6	592	1.3/ 0.3	31,834	67.8/ 87.0	1,529	3.3/ 6.5	46,922	100.0/ 16.3
New Brunswick	1,576	19.3/ 2.9	5,483	67.3/ 3.2	138	1.7/ 0.4	955	11.7/ 4.0	8,152	100.0/ 2.8
Prince Edward Island	33	2.4/ 0.1	1,357	97.3/ 0.8	2	0.1/ 0.0	3	0.2/ 0.0	1,395	100.0/ 0.5
Nova Scotia	486	3.0/ 0.9	15,418	94.9/ 8.9	60	0.4/ 0.2	279	1.7/ 1.2	16,243	100.0/ 5.6
Newfoundland	35	0.7/ 0.1	4,900	99.2/ 2.8	3	0.1/ 0.0	0	0.0/ 0.0	4,938	100.0/ 1.7
Northern Canada	21	0.9/ 0.0	2,204	97.5/ 1.3	9	0.4/ 0.0	26	1.2/ 0.1	2,260	100.0/ 0.8
Outside Canada	65	33.1/ 0.1	105	53.6/ 0.1	19	9.7/ 0.0	7	3.6/ 0.0	196	100.0/ 0.1
TOTAL	54,915	19.0/100.0	173,554	60.1/100.0	36,570	12.7/100.0	23,632	8.2/100.0	288,671	100.0/100.0

SOURCE: Treasury Board Secretariat.

*The 218 bilingual positions in British Columbia represent 0.8% of all positions in that region and 0.4% of all bilingual positions. (The same explanation holds true for the other columns of percentages.)

TABLE II. Linguistic Status of Positions in the Public Service of Canada, by Employment Category (November 1974)

Category	Bilingual		English Essential		French Essential		English or French		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Executive	996	92.6/ 1.8*	75	7.0/ 0.0	4	0.4/ 0.0	1	0.0/ 0.0	1,076	100.0/ 0.4
Admin. & Foreign Service	18,075	36.5/ 32.9	25,614	51.6/ 14.8	4,112	8.3/ 11.2	1,801	3.6/ 7.6	49,602	100.0/ 17.2
Scient. & Professional	7,159	26.4/ 13.0	14,555	53.7/ 8.4	2,908	10.7/ 8.0	2,494	9.2/ 10.6	27,116	100.0/ 9.4
Technical	4,245	15.1/ 7.7	18,899	67.0/ 10.9	2,200	7.8/ 6.0	2,852	10.1/ 12.1	28,196	100.0/ 9.8
Administrative Support	19,476	24.8/ 35.5	42,356	53.9/ 24.4	8,019	10.2/ 21.9	8,774	11.1/ 37.1	78,625	100.0/ 27.2
Operational	4,964	4.8/ 9.1	72,055	69.2/ 41.5	19,327	18.6/ 52.9	7,710	7.4/ 32.6	104,056	100.0/ 36.0
TOTAL	54,915	19.0/100.0	173,554	60.1/100.0	36,570	12.7/100.0	23,632	8.2/100.0	288,671	100.0/100.0

SOURCE: Treasury Board Secretariat.

*The 996 bilingual positions in the Executive category represent 92.6% of all positions in that category and 1.8% of all bilingual positions. (The same explanation holds true for the other columns of percentages.)

TABLE III. Linguistic Status of Federal Public Servants Occupying Positions Requiring a Knowledge of French or English, by Employment Category (November 1974)

Category	Unilingual Incumbents						Bilingual Incumbents		Total
	English-speakers		French-speakers						
	No.	%	No.	%	No.	%	No.	%	
Executive	1	50.0/ 0.0	1	50.0/ 0.0	0	0.0/ 0.0	2	100.0/ 0.0	
Admin. & Foreign Service	740	77.3/ 6.8*	114	11.9/ 4.1	103	10.8/ 2.4	957	100.0/ 5.4	
Scient. & Professional	1,343	80.7/ 12.4	94	5.6/ 3.4	228	13.7/ 5.4	1,665	100.0/ 9.3	
Technical	1,486	71.3/ 13.7	218	10.5/ 7.9	379	18.2/ 9.0	2,083	100.0/ 11.7	
Administrative support	3,919	64.4/ 36.2	1,204	19.8/ 43.4	960	15.8/ 22.7	6,083	100.0/ 34.1	
Operational	2,925	46.4/ 27.0	1,061	16.8/ 38.3	2,317	36.8/ 54.8	6,303	100.0/ 35.3	
Others	417	56.4/ 3.9	80	10.8/ 2.9	243	32.8/ 5.7	740	100.0/ 4.2	
TOTAL	10,831	60.7/100.0	2,772	15.6/100.0	4,230	23.7/100.0	17,833	100.0/100.0	

SOURCE: Treasury Board Secretariat.

*The 740 positions in the Administrative and Foreign Service category, the incumbents of which are unilingual English-speakers, represent 77.3% of all positions in that category and 6.8% of all unilingual English-speaking incumbents. (The same explanation holds true for the other columns of percentages.)

TABLE IV. Appointments* to Bilingual Positions in the Public Service of Canada, by Preferred Language of Work of Incumbents 1971-1974

Preferred Language of Work	1971		1972		1973		1974	
	No.	%	No.	%	No.	%	No.	%
English	1,109	18.3	1,154	17.1	1,934	25.2	8,873	44.9
French	4,938	81.7	5,590	82.9	5,740	74.8	10,900	55.1
TOTAL	6,047	100.0	6,744	100.0	7,674	100.0	19,773	100.0

SOURCE: Public Service Commission.

*All appointments (new appointments and appointments from within the Public Service).

TABLE V. Use of Second Language by Graduates of Language Training

Position and language studied by graduates	Use of acquired language when working						Data not usable		
	No use made		Occasional use made		Extensive use made			Total	
	No.	%	No.	%	No.	%			
<i>Bilingual positions</i>									
Graduates of French language training	664	36.9	951	52.8	185	10.3	1,800	100.0	127
Graduates of English language training	56	5.4	222	21.5	753	73.0	1,031	100.0	61
<i>Unilingual English positions</i>									
Graduates of French language training	205	53.4	169	44.0	10	2.6	384	100.0	16
Graduates of English language training	0	0.0	2	1.8	108	98.2	110	100.0	15
<i>Unilingual French positions</i>									
Graduates of French language training	9	27.3	12	36.4	12	36.4	33	100.0	2
Graduates of English language training	99	31.6	156	49.8	58	18.5	313	100.0	31
<i>Optional positions</i>									
Graduates of French language training	45	40.2	61	54.5	6	5.4	112	100.0	9
Graduates of English language training	6	6.9	9	10.3	72	82.8	87	100.0	3
<i>ALL POSITIONS (TOTAL)</i>									
Graduates of French language training	923	39.6	1,193	51.2	213	9.1	2,329	100.0	154
Graduates of English language training	161	10.4	389	25.2	991	64.3	1,541	100.0	110

Tableau V—Utilisation des connaissances acquises dans les écoles de langue

Nature du poste et langue étudiée	Utilisent la langue seconde au travail						Données insuffisantes		
	Jamais		Parfois		Très souvent			Total	
	Nombre	%	Nombre	%	Nombre	%			
<i>Postes bilingues</i>									
diplômés en français	664	36,9	951	52,8	185	10,3	1 800	100	127
diplômés en anglais	56	5,4	222	21,5	753	73	1 031	100	61
<i>Postes « anglais essentiel »</i>									
diplômés en français	205	53,4	169	44	10	2,6	384	100	16
diplômés en anglais	0	0	2	1,8	108	98,2	110	100	15
<i>Postes « français essentiel »</i>									
diplômés en français	9	27,3	12	36,4	12	36,4	33	100	2
diplômés en anglais	99	33,6	156	49,8	58	18,5	313	100	31
<i>Postes « anglais ou français »</i>									
diplômés en français	45	40,2	61	54,5	6	5,4	112	100	9
diplômés en anglais	6	6,9	9	10,3	72	82,8	87	100	3
<i>ENSEMBLE DES POSTES (TOTAL)</i>									
diplômés en français	923	39,6	1 193	51,2	213	9,1	2 329	100	154
diplômés en anglais	161	10,4	389	25,2	991	64,3	1 541	100	110

TABLEAU IV. Répartition des nominations* aux postes bilingues de la fonction publique du Canada, selon la langue de travail préférée des titulaires, 1971-1974.

Langue de travail préférée	1971		1972		1973		1974	
	Nombre	%	Nombre	%	Nombre	%	Nombre	%
Anglais	1 109	18,3	1 154	17,1	1 934	25,2	8 873	44,9
Français	4 938	81,7	5 590	82,9	5 740	74,8	10 900	55,1
TOTAL	6 047	100,0	6 744	100,0	7 674	100,0	19 773	100,0

Source : Commission de la fonction publique.

* Ensemble des nominations (nominations de nouveaux employés et nominations au sein de la fonction publique).

TABLEAU III. Situation linguistique des employés de la fonction publique du Canada occupant un poste exigeant indifféremment une connaissance de l'anglais ou du français, selon la catégorie d'emploi (novembre 1974)

Catégorie	Titulaires unilingues				Titulaires bilingues				Total
	Anglophones		Francophones						
	Nombre	%	Nombre	%	Nombre	%	Nombre	%	
Direction	1	50,0/ 0,0	1	50,0/ 0,0	0	0,0/ 0,0	2	100,0/ 0,0	
Administration et Service extérieur	740	77,3/ 6,8*	114	11,9/ 4,1	103	10,8/ 2,4	957	100,0/ 5,4	
Scientifique et professionnelle	1 343	80,7/ 12,4	94	5,6/ 3,4	228	13,7/ 5,4	1 665	100,0/ 9,3	
Technique	1 486	71,3/ 13,7	218	10,5/ 7,9	379	18,2/ 9,0	2 083	100,0/ 11,7	
Soutien administratif	3 919	64,4/ 36,2	1 204	19,8/ 43,4	960	15,8/ 22,7	6 083	100,0/ 34,1	
Exploitation	2 925	46,4/ 27,0	1 061	16,8/ 38,3	2 317	36,8/ 54,8	6 303	100,0/ 35,3	
Autres	417	56,4/ 3,9	80	10,8/ 2,9	243	32,8/ 5,7	740	100,0/ 4,2	
TOTAL	10 831	60,7/100,0	2 772	15,6/100,0	4 230	23,7/100,0	17 833	100,0/100,0	

SOURCE : Secrétariat du Conseil du trésor.

* Les 740 postes de la catégorie « Administration et Service extérieur » dont les titulaires sont unilingues anglophones représentent 77,3 % des postes de cette catégorie et 6,8 % de tous les titulaires unilingues anglophones. (La même explication vaut pour les autres colonnes de pourcentages.)

TABLEAU II. Exigences linguistiques des postes de la fonction publique du Canada, selon la catégorie d'emploi (novembre 1974)

Catégorie	Postes bilingues		Postes « anglais essentiel »		Postes « français essentiel »		Postes « anglais ou français »		Total	
	Nombre	%	Nombre	%	Nombre	%	Nombre	%	Nombre	%
Direction	996	92,6 / 1,8*	75	7,0 / 0,0	4	0,4 / 0,0	1	0,0 / 0,0	1 076	100,0 / 0,4
Administration et Service extérieur	18 075	36,5 / 32,9	25 614	51,6 / 14,8	4 112	8,3 / 11,2	1 801	3,6 / 7,6	49 602	100,0 / 17,2
Scientifique et professionnelle	7 159	26,4 / 13,0	14 555	53,7 / 8,4	2 908	10,7 / 8,0	2 494	9,2 / 10,6	27 116	100,0 / 9,4
Technique	4 245	15,1 / 7,7	18 899	67,0 / 10,9	2 200	7,8 / 6,0	2 852	10,1 / 12,1	28 196	100,0 / 9,8
Soutien administratif	19 476	24,8 / 35,5	42 356	53,9 / 24,4	8 019	10,2 / 21,9	8 774	11,1 / 37,1	78 625	100,0 / 27,2
Exploitation	4 964	4,8 / 9,1	72 055	69,2 / 41,5	19 327	18,6 / 52,9	7 710	7,4 / 32,6	104 056	100,0 / 36,0
TOTAL	54 915	19,0 / 100,0	173 554	60,1 / 100,0	36 570	12,7 / 100,0	23 632	8,2 / 100,0	288 671	100,0 / 100,0

SOURCE : Secrétariat du Conseil du trésor.

* Les 996 postes bilingues de la catégorie « Direction » représentent 92,6 % des postes de cette catégorie et 1,8 % de tous les postes bilingues. (La même explication vaut pour les autres colonnes de pourcentages.)

TABLEAU I. Exigences linguistiques des postes de la fonction publique du Canada, par région (novembre 1974)

Région	Postes bilingues		« anglais essentiel »		« français essentiel »		« anglais ou français »		Total	
	Nombre	%	Nombre	%	Nombre	%	Nombre	%	Nombre	%
Colombie-Britannique	218	0,8 / 0,4*	27 072	99,1 / 15,6	40	0,1 / 0,1	3	0,0 / 0,0	27 333	100,0 / 9,5
Alberta	249	1,4 / 0,5	18 100	98,5 / 10,4	21	0,1 / 0,1	2	0,0 / 0,0	18 372	100,0 / 6,3
Saskatchewan	95	1,2 / 0,2	8 040	98,7 / 4,6	7	0,1 / 0,0	1	0,0 / 0,0	8 143	100,0 / 2,8
Manitoba	301	2,5 / 0,5	11 852	97,2 / 6,8	37	0,3 / 0,1	5	0,0 / 0,0	12 195	100,0 / 4,2
Région de la capitale nationale	36 646	44,1 / 66,7	22 233	26,8 / 12,8	4 198	5,0 / 11,5	19 981	24,1 / 84,6	83 058	100,0 / 28,8
Ontario	2 223	3,7 / 4,0	56 198	94,5 / 32,4	202	0,4 / 0,6	841	1,4 / 3,6	59 464	100,0 / 20,6
Québec	12 967	27,6 / 23,6	592	1,3 / 0,3	31 834	67,8 / 87,0	1 529	3,3 / 6,5	46 922	100,0 / 16,3
Nouveau-Brunswick	1 576	19,3 / 2,9	5 483	67,3 / 3,2	138	1,7 / 0,4	955	11,7 / 4,0	8 152	100,0 / 2,8
Île-du-Prince-Édouard	33	2,4 / 0,1	1 357	97,3 / 0,8	2	0,1 / 0,0	3	0,2 / 0,0	1 395	100,0 / 0,5
Nouvelle-Écosse	486	3,0 / 0,9	15 418	94,9 / 8,9	60	0,4 / 0,2	279	1,7 / 1,2	16 243	100,0 / 5,6
Terre-Neuve	35	0,7 / 0,1	4 900	99,2 / 2,8	3	0,1 / 0,0	0	0,0 / 0,0	4 938	100,0 / 1,7
Nord du Canada	21	0,9 / 0,0	2 204	97,5 / 1,3	9	0,4 / 0,0	26	1,2 / 0,1	2 260	100,0 / 0,8
A l'extérieur du Canada	65	33,1 / 0,1	105	53,6 / 0,1	19	9,7 / 0,0	7	3,6 / 0,0	196	100,0 / 0,1
TOTAL	54 915	19,0 / 100,0	173 554	60,1 / 100,0	36 570	12,7 / 100,0	23 632	8,2 / 100,0	288 671	100,0 / 100,0

SOURCE : Secrétariat du Conseil du trésor.

* Les 218 postes bilingues de la Colombie-Britannique représentent 0,8 % des postes de cette région et 0,4 % de tous les postes bilingues. (La même explication vaut pour les autres colonnes de pourcentages.)

Appendice

Quelques chiffres à l'usage des candidats au doctorat

Le chant du départ

Ce livre se veut, dès qu'il vient de naître,
Le pur reflet de la Loi qui l'inspire;
Mais on blâmera le bouquin sans le lire,
Comme on critique l'Édit sans le connaître.

1862	Québec	Les petites entreprises commerciales ont tendance à se faire inscrire en anglais dans l'annuaire du téléphone.	Renvoi
1994, 2792	Ontario	Services inadéquats en français par Bell Canada.	Service rendu
2507	Ontario	Manque de services bilingues de la part des téléphonistes de Bell Canada dans la région de St. Catharines.	Explications
2581	Québec	Pas de services français au Service de la Trésorerie de Bell Canada à Montréal.	Renvoi
2583	Nouvelle-Ecosse	Pas de services en français.	Service rendu
2729	Colombie-Britannique	Pas de services en français de la part des téléphonistes de la British Columbia Telephone Company.	Renvoi
2754	Ontario	Après dix minutes d'attente une cliente ne peut obtenir les services d'une téléphoniste parlant français à Toronto.	Renvoi
2813	Ontario	Service uniquement en anglais offert par Bell Canada à Copper Cliff.	Renvoi
2837	Ontario	Les téléphonistes en service de nuit dirigent les appels reçus en français vers Montréal ou se contentent de raccrocher.	Renvoi
2843	Ontario	Northern Telephone Limited et Ontario Northland Communications n'offrent pas de services en français.	Explications
2922	Ontario	Inscription portant à confusion dans l'annuaire téléphonique de la ville d'Ottawa.	Service rendu
2931	Ontario	Lettre en français adressée à un anglophone par TeleDirect, une filiale de Bell Canada.	Explications
2997	Ontario	Une francophone téléphone de Sudbury à Ottawa et lorsqu'elle s'adresse en français, la téléphoniste raccroche.	Renvoi
3052	Ontario	Pas de services en français pour un appel interurbain à Toronto.	Retrait
3091	Ontario	Bilinguisme qualifié de « ridicule » sur un tableau à la Place Bell Canada à Ottawa.	Service rendu
3106	Ontario	Difficultés de placer des appels interurbains en français.	Renvoi

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
Edmonton	Sommaton rédigée en anglais émise à un francophone par un agent de la GRC.	Explications
3047		
Toronto	Mauvaise qualité du français d'une lettre du Ontario Municipal Board.	Explications
3067		
Ottawa	Un francophone reçoit une sommaton en anglais.	Renvoi
3195		
Ottawa	Un agent de police ne peut s'exprimer en français.	Renvoi
3203		
Ottawa	Un francophone reçoit une sommaton en anglais.	Renvoi
3295		
Charlottesville	Certaines affiches au « Confederation Centre of the Arts » étaient unilingues anglaises.	Mesures correctives
3231		
Ottawa	Sommaton adressée en anglais à un francophone.	Explications
3351		
Alberta	Un certificat de naissance est émis sans que les bons accents y soient incrits.	Mesures correctives
3372		
5. <i>Syndicat de fonctionnaires</i>		
DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
Hull (Québec)	La présence d'un représentant du syndicat unilingue anglais gêne un employé francophone dans l'exécution de ses fonctions.	Explications
1984		
Ottawa	L'Alliance de la fonction publique du Canada envoie une circulaire en anglais à un membre francophone.	Service rendu
3055		
Ottawa	Une convocation de l'Alliance de la fonction publique du Canada n'est pas parfaitement bilingue.	Renvoi
3073		
Ottawa	Un communiqué de l'Institut professionnel du Service public du Canada est distribué en anglais seulement.	Renvoi
3212		
6. <i>Téléphone</i>		
DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
Ontario	Services en français inadéquats dans la région de Blind River.	Service rendu
1654		
Colombie-Britannique	La « British Columbia Telephone Company » n'offre pas de services en français.	Renvoi
1809		

2635	Ottawa	Sommaton rédigée en anglais seulement envoyée à un francophone.	Explications
2668	Ottawa	La Cour provinciale, le ministère du Revenu et le ministère du Solliciteur général de la province d'Ontario envoient des documents unilingues anglais à des francophones.	Renvoi
2675	Québec	Le feuillet sur le système de démerite de la province de Québec pas disponible en anglais.	Renvoi
2700	Ottawa	Renvoi par le trésorier de la ville d'Ottawa à un francophone d'un chèque postdaté accompagné d'explications rédigées en anglais.	Renvoi
2765	Bathurst (N.-B.)	Affichage unilingue anglais dans les garages et entrepôts du ministère de la Voirie.	Renvoi
2801	Rockland (Ontario)	Réponse en anglais de la municipalité à une soumission rédigée en français.	Renvoi
2836	Montréal	Un chauffeur de taxi de Montréal n'aurait pu renouveler son permis parce qu'il avait échoué l'examen de connaissance du français prescrit.	Renvoi
2887	Blind River (Ontario)	Absence de services en français à la Centrale Robert Saunders de l'Ontario Hydro et au Upper Canada Village; demande que les plaques d'immatriculation des véhicules et que les formules de l'examen de conduite automobiles soient bilingues.	Explications
2898	Ottawa	Contravention rédigée en anglais remise à un francophone par un agent unilingue anglais de la Sûreté municipale.	Renvoi
2907	Ottawa	Panneau unilingue anglais placé sur le Queensway par le ministère des Transports et Communications de la province d'Ontario.	Renvoi
2941	Sudbury (Ontario)	Pas de services en français à la station de la Police provinciale.	Renvoi
2953	Toronto	Pas de services en français à l'Ontario Science Centre.	Renvoi
2987	Ottawa	Pas de services en français : bureau du Greffier de comité.	Renvoi
3002	Hawkesbury (Ontario)	Documentation relative à une contravention routière adressée en anglais à une francophone.	Renvoi
3006	Ottawa	Un francophone reçoit une sommaton en anglais.	Retrait

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
2077	Toronto	Service téléphonique en anglais seulement à Queen's Park. Renvoi
2094	Ottawa	Sommation rédigée en anglais envoyée à un francophone. Renvoi
2123	Québec	Une carte-réponse du ministère des Transports en français seulement. Renvoi
2143	Québec	Mention unilingue française du ministre de la Justice sur une enveloppe adressée à un anglophone. Renvoi
2161	Montréal	Une publication est rédigée en français seulement. Explications
2165	Ottawa	Sommation rédigée en anglais envoyée à un francophone. Explications
2207	Ottawa	Unilinguisme anglais du « Driver's Handbook » de la province d'Ontario. Service rendu
2210	Deux-Montagnes (Québec)	Feuillelet unilingue français sur le système de démerite émis par la province de Québec. Explications
2212	Ottawa	Panneaux de signalisation routière sur le Queensway et près de la gare d'Ottawa en anglais seulement. Renvoi
2324	Saskatchewan	La réception d'une sommation rédigée en anglais de la province. Explications
2331	Ottawa	Le « Driver's Handbook » du ministère des Transports et des Communications de l'Ontario disponible en anglais seulement. Suggestions
2339	Ottawa	Sommation rédigée en anglais envoyée à une francophone. Explications
2386	Upper Canada Village (Ontario)	Services aux visiteurs en anglais seulement au Upper Canada Village. Renvoi
2472	Ottawa	Le français, langue étrangère dans les tribunaux de la province. Explications
2474	Ottawa	Sommation rédigée en anglais seulement envoyée à un francophone. Explications
2494	Ottawa	Signalisation en français seulement au 10 ^e étage d'un édifice occupé par la municipalité régionale Ottawa-Charlton. Renvoi
2551	Ottawa	Sommation rédigée en anglais seulement envoyée à un francophone. Renvoi
2629	Bathurst (N.-B.)	Requête pour l'usage du français à la cour provinciale. Explications

Le Commissaire a cherché, d'autre part, à savoir si l'inculpé avait choisi ou non de plaider en anglais et si la cour provinciale en question en exerçant une juridiction pénale, avait respecté les exigences de l'article 11 (1) de la Loi sur les langues officielles.

Au dire de l'avocat de l'aide juridique à Chilliwiack et du Provincial Court Administrator, l'inculpé se débrouillait assez bien en anglais. De plus, l'avocat aurait demandé en français à l'inculpé s'il avait besoin d'un interprète mais aurait conclu que ce dernier désirait procéder sommairement en anglais. La plaignante, pour sa part, avait indiqué lors d'une deuxième conversation téléphonique que son mari n'avait pas souhaité attendre le temps nécessaire pour obtenir le service d'un interprète. Pour ce qui est du déni de droit de parole, il semble y avoir eu méprise de la part de l'inculpé. Ce dernier avait voulu adresser quelques mots au juge avant de se déclarer innocent ou coupable; le juge avait dû déclarer cette tentative comme irrégu- lière. D'autre part, le respect de l'article 11 (1) de la Loi par les cours provinciales exerçant une juridiction pénale incombe à celles-ci exclusivement et les provinces ont elles-mêmes le pouvoir d'établir des règles d'application en vertu de l'alinéa 5 du même article.

Enfin, puisque l'administration de la justice relève des provinces et que la cour en question est une cour provinciale, le Commissaire n'avait pas statutairement le pouvoir de lui adresser des recommanda- tions. Les personnes lésées dans leurs droits ont les recours normaux accessibles lorsque le tribunal ne respecte pas une loi du pays, y compris le droit de porter leur cause en appel. Quoi qu'il en soit, les cours provinciales doivent elles-mêmes assurer le respect de ce droit et des décisions erronées peuvent être cassées par une cour supérieure.

DOSSIER N° LIEU NATURE DE LA PLAINTE RÉSULTAT

1173	Sudbury (Ontario)	Les annonces par la voie des haut- parleurs à l'aéroport de Sudbury uni- quement en anglais; l'écriteau portant les noms des membres de la Commis- sion de l'aéroport uniquement en anglais.	Explications
1962	Hull (Québec)	Signalisation unilingue française au Palais de Justice.	Renvoi
2005	Hull (Québec)	Indications incomplètes sur les routes nos 16, 17, 31 de la province d'Ontario.	Renvoi
2039	Saskat- chewan	Problèmes auxquels font face les fonc- tionnaires de la province de la Sas- katheewan désireux de se prévaloir des cours de langue offerts par le gou- vernement fédéral.	Renvoi

au général W. A. B. Anderson, coordonnateur en bilinguisme de l'Ontario pour de plus amples détails.

Dossier n° 2740—Colombie-Britannique

Une correspondante de Vancouver s'élève contre le fait qu'un francophone qui veut obtenir les services d'un traducteur au Bureau des permis de conduire à Vancouver doit en assumer les frais.

Avec la permission de la plaignante, le Commissaire a porté sa lettre, à titre officieux, à l'attention du ministre des Transports et Communications de la Colombie-Britannique.

Les autorités du Bureau des permis de conduire ont répondu que désormais un interprète offrira ses services gratuitement aux administrés dont la langue est le français, le cantonais, l'hindi, le punjabi, l'espagnol ou le portugais.

Dossier n° 2932—« Hôpital Civic d'Ottawa » (sic)

Un francophone compose le numéro qu'il trouve dans l'annuaire téléphonique sous la rubrique « Hôpital Civic d'Ottawa ».

La standardiste ne comprend pas le français.

A la demande du Commissaire, la conseillère en bilinguisme à l'Hôtel de ville d'Ottawa a transmis cette plainte au responsable des services bilingues à l'Hôpital municipal. Ce dernier, après avoir admis que les services téléphoniques n'étaient pas toujours assurés en français, a expliqué qu'il fallait toutefois répondre aux appels 24 heures par jour, sept jours par semaine, en répartissant quotidiennement le personnel en cinq équipes de travail : cette obligation entraînait bien des difficultés. La politique en vigueur était la suivante : remplacer toute personne qui quittait ce service par un employé bilingue jusqu'à ce que l'objectif d'un personnel à 50 % bilingue soit atteint.

Dossier n° 2999—La cour provinciale à Chilliwack (C.-B.)

Un Québécois unilingue ou presque est arrêté à Chilliwack en Colombie-Britannique pour possession de marijuana. Il passe en cour et plaide coupable. Selon sa femme qui téléphone au bureau du Commissaire, il sera jugé à 14 h le jour même. Elle déclare qu'on refuse à son mari le droit de s'expliquer dans sa langue, sans préciser les motifs de ce refus.

Le Commissaire a obtenu des renseignements de l'avocat de l'aide juridique à Chilliwack et du « Provincial Court Administrator ». Il apprend que ce Québécois a été condamné à payer une amende de \$25. Il aurait ensuite quitté la région avec sa famille pour rentrer au Québec.

Un francophone du Québec signale au Commissaire qu'il a reçu, à la suite d'une infraction aux règlements relatifs à la circulation sur la propriété du gouvernement du Canada, une sommation rédigée en anglais de la Cour provinciale de l'Ontario (district judiciaire Ottawa-Carleton).

Le Commissaire a informé le plaignant qu'il n'était pas habilité à instruire sa plainte puisque la sommation n'avait pas été émise par une institution qui relevait du Parlement ou du gouvernement du Canada. Cependant il lui a indiqué qu'il avait souvent porté des plaintes semblables à l'attention du fonctionnaire provincial compétent.

En Ontario, tous les actes juridiques, déclarations ou conclusions écrites et procès-verbaux doivent être rédigés *en anglais* conformément à l'article 127 de la « Judicature Act » (RSO 1970). Toutefois les autorités judiciaires de l'Ontario à Ottawa envoient sur demande une explication en français des sommations.

Dossier n° 2452—Manitoba

Un Franco-manitobain accusé d'avoir dépassé la vitesse réglementaire dans une zone de 30 milles à l'heure, a reçu une sommation en anglais seulement.

Il écrit à la Reine, se plaignant qu'on lui ait dénié ses droits linguistiques. Il fait remarquer que lorsque Sa Majesté a rendu visite à son village en 1970, elle s'est adressée aux habitants en français.

Dans sa réponse au plaignant, le lieutenant-gouverneur lui a expliqué les dispositions de la Loi concernant la langue employée dans les tribunaux du Manitoba. En résumé, l'anglais est la seule langue autorisée dans les procédures de défense ou d'accusation, ou lorsqu'un jugement est rendu par une Cour provinciale du Manitoba. Dans la pratique cependant, les dispositions des témoins étaient faites en plusieurs langues et, lorsque la cour et les parties concernées étaient d'accord, le procès pouvait se dérouler en français.

Non satisfait, le plaignant a écrit au Commissaire pour lui demander son appui.

Le Commissaire a répondu que légalement, la situation était bien celle que le lieutenant-gouverneur avait exposée. Toutefois, le Commissaire a ajouté qu'il proposerait au procureur général d'envisager la possibilité de fournir des renseignements en français, comme cela se faisait dans les régions francophones de l'Ontario, lorsqu'une sommation était envoyée à un francophone.

Le Commissaire a envoyé au procureur général du Manitoba la version française de l'avis utilisé en Ontario et l'a prié de s'adresser

2908	Ottawa	Programme de concert rédigé uniquement en anglais.	Service rendu
2933	Ottawa	Absence de services en français à l'Hôpital municipal.	Explications
2965	Montréal	Menu rédigé uniquement en anglais.	Renvoi
2985	Campbell's Bay (Québec)	Guichetiers unilingues anglais.	Renvoi
2986, 2990	Wawaneso (Manitoba)	Pièce qualifiée du français d'une formule d'inscription.	Renvoi
3043	Ottawa	L'Ottawa Civil Service Recreation Association n'offrait pas de cours de natation en français.	Explications
3075	Québec	Une association utilise des enveloppes dont l'en-tête, l'adresse et le sceau sont unilingues anglais.	Renvoi
3112	Montréal	Carence de services en français : Congrés international des physiothérapeutes.	Explications
3141	Ottawa	Un commissionnaire francophone doit écrire un examen en anglais.	Renvoi
3309	Hull	Un francophone reçoit un catalogue en anglais d'une grande quincaillerie.	Explications
3353	Chomedey (Québec)	Une francophone reçoit un catalogue en anglais.	Explications
3367	Ottawa	Une inscription en français dans l'annuaire téléphonique porte à confusion.	Service rendu

3. Parlementaires

DOSSIER N°	LIEU	NATURE DE LA PLAINTE	RÉSULTAT
1956	Ottawa	Lettre circulaire d'un député rédigée en anglais seulement.	Explications
2060	Ottawa	En-tête d'une lettre d'un député porte la mention unilingue « House of Commons » seulement.	Retrait
2273	Ottawa	Quelques erreurs de français dans une lettre d'un ministre aux employés de son ministère.	Explications
2848	Ottawa	Lettre d'un député à ses électeurs rédigée en anglais seulement.	Renvoi
2993	Ottawa	Mauvaise qualité du français d'une lettre d'un député à ses électeurs.	Service rendu

2613	Québec	Pas de documents en français disponibles chez un concessionnaire de voitures.	Renvoi
2617	Montréal	Une compagnie utilise des enveloppes-réponses libellées uniquement en anglais.	Renvoi
2623	Don Mills (Ontario)	Pas de services en français offerts aux clients.	Renvoi
2645	Québec	Pièce qualité du français d'une revue bilingue.	Explications
2648	Dorval (Québec)	Pas de service téléphonique en français de la part d'une compagnie aérienne.	Explications
2653	Toronto	États de compte rédigés en anglais à un francophone.	Renvoi
2654	Montréal	Cours par correspondance offerts uniquement en anglais.	Renvoi
2661, 2686	Lucerne (Québec)	Programme rédigé uniquement en anglais.	Renvoi
2688	Montréal	Lettres rédigées en anglais adressées à des locataires francophones.	Renvoi
2703	Québec	Enveloppes libellées en anglais.	Renvoi
2736	Québec	Papier d'emballage imprimé uniquement en anglais.	Renvoi
2755	Montréal	Carte-réponse rédigée uniquement en anglais à une francophone.	Renvoi
2768	Québec	Des employeurs francophones exigent que les transactions soient menées en français.	Renvoi
2769	Québec	Documents rédigés en anglais à un francophone.	Renvoi
2773	Ottawa	Documents rédigés en anglais à un francophone.	Explications
2780	Montréal	Raison sociale, correspondance et documents publicitaires unilingues anglais.	Renvoi
2790	Montréal	Un francophone déploie le fait que ses patrons soient unilingues anglais.	Explications
2797	Ottawa	Pas de service téléphonique en français de la part d'une compagnie de taxi.	Retrait
2806	Ottawa	Pas de services en français aux guichets de billets au Centre civique.	Renvoi
2807	Ottawa	Pas de services en français dans une bijouterie de renom.	Renvoi
2878	Montréal	Facture rédigée uniquement en anglais à une francophone.	Explications

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
2261	Ottawa	La version française d'un feuillet publicitaire est émaillée de fautes d'orthographe. Les notes explicatives de plusieurs objets sont unilingues anglaises. Renvoi
2309	Toronto	Pièce qualité de la traduction française d'un texte publicitaire. Renvoi
2327	Ontario	Brochure expliquant le montage de cabanes d'entreposage redigée dans un français presque incompréhensible. Renvoi
2357	Québec	Papier d'emballage d'une livre de beurre imprimé uniquement en français. Renvoi
2411	Ottawa	Epaulettes unilingues anglaises. Renvoi
2414	Ottawa	Un francophone reçoit trois revues unilingues anglaises. Retrait
2422	Toronto	Un anglophone a de la difficulté à obtenir un catalogue rédigé en anglais. Renvoi
2482	Ontario	Un francophone accuse son syndicat de discrimination à son endroit : Hydro-Ontario. Retrait
2508	Hull (Québec)	Cachet unilingue anglais apposé sur un certificat d'obligation d'épargne du Canada. Renvoi
2541	Montréal	Lettre de protestation d'une francophone à un grand magasin anglophone. Retrait
2544	Québec	État de compte rédigé en anglais à une francophone. Renvoi
2576	Montréal	Documentation en français à un anglophone. Renvoi
2577, 2609	Montréal	Pièce qualité du français d'une brochure : Société royale de Sauvetage Canada. Renvoi
2582	Montréal	Lettre en anglais à un francophone. Retrait
2584	Saint-Jean (Québec)	Recus unilingues anglais remis aux clients francophones. Renvoi
2593	Ottawa	Enveloppe sur laquelle l'adresse de l'expéditeur est libellée en français adressée à un anglophone. Retrait
2596	Ottawa	Un francophone proteste contre les annonces, à la télévision française, de produits étiquetés en anglais. Renvoi
2601	Hamilton	Annonce parue en anglais et en italien dans un quotidien de Hamilton. Non fondée
2604	Ottawa	Prospectus officiel et formule d'inscription rédigés uniquement en anglais. Renvoi
2605	Ottawa	Manuel disponible uniquement en anglais. Renvoi

1927,1934	Bonnyville (Alberta)	Annnonce publiée dans un journal de l'anglais soit la seule langue officielle au Canada.	Retrait
1957	Ottawa	Prière qualité du français des instructions expliquant comment utiliser un tournevis.	Retrait
1968	Montréal	Prière qualité du français d'un livret d'instructions pour l'entretien d'un appareil électrique.	Renvoi
1974	Gaspésie (Québec)	Prière qualité du français de nappes servies dans plusieurs bons restaurants de la péninsule gaspésienne.	Service rendu
2007	Dorval (Québec)	Dans le catalogue d'un magasin de marchandises exemptées de douanes certains articles ne sont inscrits qu'en français.	Service rendu
2013	Colombie-Britannique	Une corporation professionnelle exige que ses membres qui désirent travailler en Colombie-Britannique subissent un test de connaissance de l'anglais.	Retrait
2031	Toronto	Étiquettes unilingues anglaises apposées sur un jouet.	Renvoi
2041	Montréal	Formule bilingue dont la version française renferme quatre fautes d'orthographe : Association du Barreau canadien.	Renvoi
2106	Ottawa	L'Association récréative du Service Civil publie un journal unilingue anglais.	Renvoi
2110	Ottawa	Bulletin contenant de nombreuses fautes de français	renvoi
2146	Winnipeg	Pas de service en français de la part d'une compagnie aérienne.	Retrait
2208	Charlottetown (I.-P.-É.)	Ingélaté des services offerts en anglais et en français lors d'une conférence interprovinciale sur les régimes de retraite des enseignants.	Renvoi
2213	Ottawa	Au Centre national des arts il y a quatre vitrines de livres anglais et une de livres français en montre.	Retrait
2240	Ottawa	Un francophone reçoit la revue « Canadian Consumer » au lieu de la version française « Le Consommateur canadien ».	Renvoi
2241	Québec	Étiquette unilingue anglaise sur un produit chimique.	Renvoi

« Well after all, there are only two words in French (il n'avait pas vu la date), have someone check if it is the right amount, and don't forget to phone the bank on Monday to see if they'll accept the cheque . . . » La cliente n'en croyait pas ses oreilles. Voyant l'expression éberluée de sa figure, le patron s'empressa d'enchâîner : « You understand if we . . . start this we might end up doing it for the Italians, etc. ». La plaignante a ajouté : « Inutile de dire que samedi le 13 juillet 1974 était la dernière journée que je mettais les pieds dans une succursale Eatons et j'encourage fortement tous les francophones à en faire autant ».

Le Commissaire a fait savoir à la plaignante que la Loi sur les langues officielles ne l'habitait pas à instruire cette plainte. Le Commissaire a toutefois offert à la plaignante de communiquer, à titre officieux, avec le président de la compagnie à Toronto à qui la plaignante avait également fait part de son grief.

Le président de la compagnie Eaton déplorant cet incident fâcheux, a informé le Commissaire que sa compagnie s'efforçait d'offrir aux Canadiens la possibilité de s'exprimer et de conduire leurs affaires dans l'une et l'autre des deux langues officielles à travers tout le pays. Il lui a précisé que la compagnie entendait structurer davantage une pratique qu'elle avait plus ou moins suivie jusqu'ici en dehors du Québec, à savoir :

a) qu'il soit entendu que tous les clients de cette compagnie, quel que soit l'endroit où ils habitent, reçoivent toute communication écrite en anglais ou en français selon leur choix;

b) que tous les employés acceptent les documents rédigés en anglais ou en français, y compris les paiements;

c) qu'en dehors du Québec, dans les comptoirs assez importants, des services bilingues soient disponibles.

Le président a en outre transmis au Commissaire la traduction anglaise d'une lettre d'excuses que le vice-président de la région du Québec avait adressée à la plaignante.

DOSSIER N° LIEU NATURE DE LA PLAINTE RÉSULTAT

1826	Montréal	Selon un dentiste francophone, la politique de bilinguisme de l'Association serait discriminatoire à l'endroit de ses membres francophones.	1877	Verdun (Québec)	Services offerts en français seulement par un magasin d'appareils électriques.	1898	Mackay (Ontario)	Dépliant publicitaire rédigé uniquement en français.
		Retrait			Retrait			Retrait

Un francophone s'est rendu à Washington à bord d'un avion de la Eastern Airlines, en janvier 1973. Il se plaint du fait que pendant tout le trajet, soit d'Ottawa à Washington, les annonces aient été faites en anglais seulement et que les instructions relatives aux mesures à prendre en cas d'urgence n'aient été publiées qu'en anglais.

Le Commissaire a expliqué que la Loi sur les langues officielles ne lui donnait aucun pouvoir sur les entreprises privées. Il s'était cependant engagé à communiquer officieusement avec cette compagnie afin de voir si l'on pouvait remédier à la situation.

La Eastern Airlines a répondu au Commissaire qu'elle essayait d'accroître ses services bilingues au Canada, mais qu'elle devait faire face à un certain nombre de difficultés. Les lois fédérales des États-Unis ne lui permettaient pas d'embaucher des Canadiens. Or, les citoyens américains francophones que ce genre de travail intéressait étaient rares. En outre, en vertu de sa convention collective, le personnel de bord ne pouvait être affecté en permanence à un trajet particulier; les hôtesse et les stewards indiquaient tous les mois leurs préférences quant aux vols et leurs demandes étaient approuvées par ordre d'ancienneté.

La Eastern Airlines a proposé de réimprimer les fiches d'instruction en français, anglais et espagnol. Dans les nouveaux appareils, les indications seraient remplacées par des symboles internationaux. On étudiait également la possibilité d'enregistrer à l'avance les annonces transmises en cours de vol et d'offrir des cours de français aux personnes intéressées, tout comme c'était actuellement le cas pour les cours d'espagnol.

Le Commissaire a remercié chaleureusement la Eastern Airlines de l'intérêt qu'elle portait aux questions de bilinguisme. Il a exprimé le souhait que les cours de langue seraient populaires et fructueux en raison de l'importance de la communication personnelle en cas de malaise, d'autres dispositions à prendre ou de moments de tension.

Une plaignante francophone informe le Commissaire d'un incident déplorable dont elle fut victime à la succursale de Scarborough du magasin *Eaton*. Après avoir effectué quelques emplettes, la plaignante a payé par chèque personnel qu'elle a rédigé en français. Il s'ensuivit des démêlés avec la préposée aux ventes, son patron et le gérant de l'établissement. Finalement la cliente a fait savoir au gérant qu'elle n'achetait pas la marchandise si le chèque n'était pas accepté en français. Le gérant fit alors remarquer au patron de la préposée aux ventes :

2069	Ontario	Demande d'aide pour obtenir une bourse pour des cours d'été de français.	Service rendu
2142	Ontario	Les cours de français, langue seconde, devraient être offerts aux groupes de 5 à 15 ans plutôt qu'à ceux de 45 à 60 ans.	Explications
2169	Nouvelle-Ecosse	Une étudiante anglophone de Nouvelle-Ecosse ne peut pas suivre des cours de français à l'Université Mount Allison, dans le cadre du programme de bourses courtes d'été de langue, parce que cette institution est au Nouveau-Brunswick.	Explications
2195	Nouveau-Brunswick	Une école secondaire à Campbellton met sur pied un double horaire pour les étudiants de langue française et de langue anglaise.	Explications
2201	Québec	Le français n'est pas obligatoire dans les CEGEP de langue anglaise tandis que l'anglais l'est dans ceux de langue française.	Renvoi
2483	Ontario	Les parents francophones du comté de Halton seraient lésés dans leurs droits scolaires.	Renvoi
2639	Colombie-Britannique	Un francophone désire connaître l'opinion du Commissaire sur l'administration des programmes de l'enseignement du français dans cette province.	Renvoi
2689	Ontario	Une école où se donnaient des cours en anglais a été désignée école française.	Explications
2699	Québec	Un étudiant anglophone d'Alberta possède un emploi d'été au Québec et reçoit une lettre et des formules uniquement en français.	Renvoi
2854	Québec	Délais dans l'obtention d'une réponse au sujet d'un programme de cours d'été subventionné.	Service rendu
2875	Québec	Délai de trois mois pour obtenir une formule de demande de bourse de cours d'été au ministère de l'Éducation.	Renvoi
2920, 3087	Manitoba	La Commission scolaire de St-Boniface a l'intention de fermer l'École Taché, seule école élémentaire où se donne un cours entièrement en français.	Service rendu
3044	Ontario	Demande d'exemption de subir un examen d'admission.	Explications

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
1859 Québec	La province de Québec n'offre pas suffisamment de cours de français aux enfants anglophones.	Renvoi
1881 Ontario	Système de transport en commun pour écoliers anglophones d'Étobicoke devrait pouvoir servir aux franco-phones qui fréquentent l'école de Downsview.	Renvoi
1884 Nouveau-Brunswick	Des étudiants contestent la situation à la Polyvalente Restigouche.	Explications
1899 Nouveau-Brunswick	Une annonce pour recruter des professeurs bilingues spécifie que la langue maternelle doit être le français.	Renvoi
1901 Ontario	Le Comité de langue française du Conseil d'Éducation de Carleton trouve injuste que le Secrétaire d'État accorde des crédits aux conseils scolaires de la région de la capitale nationale pour l'enseignement du français comme langue seconde unique.	Service rendu
1915 Nouveau-Brunswick	Participation des francophones aux décisions du ministère de l'Éducation.	Explications
1952 Ontario	Le ministère de l'Éducation devrait repenser le critère d'âge afin de permettre à des étudiants plus jeunes de bénéficier du programme de bourses-cours d'été de langue seconde.	Renvoi
1966 Ontario	La plaignante exprime son insatisfaction vis-à-vis le peu de français enseigné dans les écoles publiques du Témiscamingue.	Renvoi
1973, 2118 Ontario	Un francophone s'interroge sur l'utilisation des subventions fédérales pour l'enseignement du français et en français.	Service rendu
1992 Ontario	Un anglophone conteste la décision du Conseil scolaire d'Ottawa de concentrer ses cours d'immersion en français dans quelques écoles seulement.	Renvoi
1998 Québec	Difficulté d'obtenir de l'aide financière pour suivre des cours pour enseigner l'anglais comme langue seconde.	Renvoi
2063 Ontario	Disponibilité de fonds pour l'enseignement du français, langue seconde.	Explications

Et pour finir, nous donnerons un aperçu des contacts que nous avons eus avec des entités individuelles et collectives évoluant sous des cieux où ne luit pas le noir soleil de la Loi sur les langues officielles.

F. Aéroliques et autres corps célestes des espaces extra-fédéraux

Le gouvernement du territoire a pris les mesures pour assurer la disponibilité dans les deux langues officielles de toute sa publicité touristique. La traduction des imprimés avait été faite et on allait faire paraître une brochure bilingue dès 1974-1975. De plus, on espérait obtenir des fonds supplémentaires pour faire paraître toutes les brochures en français en 1975-1976.

Le Commissaire a recommandé au gouvernement du territoire d'établir un programme de traduction pour sa publicité à l'intention du public voyageur.

Le commissaire du territoire du Yukon a répondu qu'il regrettait que la lettre-formule adressée au plaignant ait été rédigée dans un piètre français. Il a indiqué qu'elle serait corrigée dans les plus brefs délais. Cependant il n'était pas certain que le gouvernement du territoire serait en mesure de faire traduire sa publicité touristique.

Un francophone écrit à « Yukon House » à Vancouver pour obtenir des renseignements touristiques au sujet du territoire du Yukon. Il reçoit une réponse en mauvais français qui indique que les informations désirées ne sont pas disponibles en français.

Dossier n° 2340—Tourisme

Un an plus tard, le ministère des Affaires indiennes et du Nord canadien a donné au Commissaire l'assurance que les ordonnances et les règlements du territoire avaient été envoyés au Bureau des traductions du Secrétariat d'Etat.

Le Commissaire a exprimé le désir d'être tenu au courant de toutes les mesures que le gouvernement du Yukon entendait prendre pour satisfaire aux exigences de la Loi sur les langues officielles.

En ce qui concerne les institutions fédérales toutefois, le Commissaire a recommandé que dans la mesure où la composition linguistique du personnel s'y prêtait, il importait que le gouvernement du territoire dispense à la population ses services dans la langue officielle de son choix.

faire traduire les ordonnances et les règlements était une façon satisfaisante d'envisager le problème pour l'instant.

nement du Canada aux termes de l'article 2 et si, par conséquent, il est soumis à l'obligation de reconnaître « un statut, des droits et des privilèges

égaux » au français et à l'anglais.

b) Légalement, le français est une langue officielle, même dans le territoire du Yukon, pour les motifs exposés par C. A. Sheppard, pages 86 et 87 de l'étude n° 10 de la Commission royale d'enquête sur le bilinguisme et le biculturalisme (*The Law of Languages in Canada*, Information Canada, Ottawa, 1971).

Le ministère des Affaires indiennes et du Nord canadien s'était engagé à financer la traduction et la publication en français des ordonnances du Yukon; il était disposé à financer également la publication en français des règlements du territoire. C'était le moment opportun de soulever le cas particulier de la formule du Régime d'assurance maladie du territoire du Yukon.

Des entretiens avaient eu lieu entre les fonctionnaires du Bureau des traductions, du ministère de la Justice, du ministère des Approvisionnements et Services et du territoire du Yukon, au cours desquels l'idée avait été avancée de procéder à la traduction et à la publication des ordonnances, selon un ordre prioritaire, plutôt que de tenter de traduire le tout avant d'en entreprendre la publication. Dans cette optique, on avait envisagé d'accorder la préférence à la loi qui touche de plus près à la vie quotidienne des résidents du territoire, non sans avoir défini au préalable un ensemble de critères servant à établir le cadre du travail. Celui-ci devait tenir compte, notamment, de la facilité du texte à traduire, de l'intérêt et de l'importance qu'il pouvait avoir, à l'échelle locale, de la législation abrogée et remplacée intégralement, de la législation du travail, de la législation sociale et de la législation d'application courante dans les tribunaux du territoire. Selon le gouvernement du territoire, il importait également de traduire les règlements promulgués en vertu de diverses ordonnances, et il avait proposé que tout règlement établi en vertu d'une ordonnance particulière soit traduit et publié en français au moment de la traduction de l'ordonnance.

Le gouvernement du territoire s'était dit d'accord avec l'opinion du ministère selon laquelle « le Conseil n'a pas jugé nécessaire d'avoir une version française des formules et de la signalisation, ni de dispenser ses services en français vu que les francophones au Yukon ne constituent qu'une infime proportion de la population ». Le gouvernement du territoire du Yukon avait tenu à rappeler « que le Conseil pourrait éventuellement hésiter à assurer ce service additionnel s'il était tenu de réunir les fonds requis sur place ».

Compte tenu du faible pourcentage de francophones au Yukon, le Commissaire a estimé que la décision du gouvernement territorial de

PLAINTES

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
2374	Ottawa	Explications
	Note de service rédigée en anglais seule- ment concernant la campagne de la Fédération des œuvres (Ottawa-Hull).	
2774	Ottawa	Retrait
	Difficultés éprouvées par un titulaire unilingue d'un poste bilingue.	
2924	Ottawa	Mesures correctives
	Enveloppe portant trois estampilles uni- lingues anglaises.	

PLAINTES

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
2305	Ottawa	Mesures correctives
	Adresse du ministère en anglais seule- ment sur un bordereau de commande.	
2785	Ottawa	Explications
	Un entretien sur la prévention des In- cendies est donné en anglais seulement.	
2992	Ottawa	Mesures correctives
	En-tête unilingue anglais sur un docu- ment bilingue.	
3099	Ottawa	Mesures correctives
	Mention unilingue anglaise sur le cour- rier.	
3128	Ottawa	Service rendu
	Demande pour que le ministère publie « Teamwork in Industry / Travail d'équipe dans l'industrie » dans un format bilingue.	

GOUVERNEMENT DU TERRITOIRE DU YUKON

PLAINTES

Dossier n° 1428—Une créature

Un francophone de Dawson City se plaint de ce que la carte
d'adhésion au Régime d'assurance maladie du territoire du Yukon ne

phrase ou deux dans ses notes liminaires déclarant que les textes originaux et les traductions de ses rapports faisaient pareillement autorité. Le Commissaire a ajouté qu'au cas où il surveilait des problèmes d'interprétation, le ministère devait les régler en donnant la préférence à la version qui, selon l'esprit, l'intention et le sens véritable du texte, assurait le mieux la réalisation de ses objets.

Le ministère a répondu au Commissaire qu'il s'abstiendrait à l'avenir d'indiquer dans ses publications lequel des deux textes était une traduction. Toutefois, dans les cas qui nécessiteraient une note liminaire, le ministère a déclaré qu'il serait heureux de se conformer à la recommandation du Commissaire.

SERVICE CANADIEN DES PÉNITENCIERS

PLAINTES

Dossier n° 2024—Note de service en anglais

Des fonctionnaires francophones de Montréal signalent au Commissaire que la Commission nationale des libérations conditionnelles leur a adressé une lettre circulaire bilingue à laquelle elle avait annexé une note de service du Service canadien des pénitenciers rédigée en anglais seulement. Ayant apparemment fait part de leurs revendications à leur direction centrale, ils ont subéquemment envoyé au Commissaire la réponse qu'ils avaient reçue dans la langue de Shakespeare.

Le commissaire des pénitenciers a regretté que la note de service en question ait été publiée, par mégarde, uniquement en anglais, contrairement à la politique de bilinguisme du Service canadien des pénitenciers. Il a précisé que la direction concernée a reçu une mise en garde et qu'une directive avait été émise pour que ses circulaires soient publiées avec traduction en regard.

DOSSIER	N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
2188	Ottawa	Les résultats d'un test de langue sont mis en doute.	Retrait
2330	Kingston	Les détenues francophones à la Prison des femmes se plaignent de certaines lacunes d'ordre linguistique et culturel.	Mesures correctives
3004	Ottawa	Formule unilingue anglaise.	Mesures correctives
3026	Agassiz (C.-B.)	Des détenues francophones éprouvent des difficultés d'ordre linguistique avec le service de classement.	Explications

Après avoir réfléchi plus longuement à cette question, le Commissaire a conclu que cette mesure n'allait pas assez loin, car dès qu'un ministère mettait un rapport à la disposition du public, cela constituait un service au public. Or, si la version française d'un rapport ne faisait pas autorité, il était clair que le public francophone ne bénéficiait pas d'un service d'une qualité égale à celle qu'on offrait au public anglophone, ce qui était contraire aux dispositions de la Loi sur les langues officielles, en particulier aux articles 2 et 9. Croyant qu'un ministère était responsable de toutes ses publications, ainsi que des traductions qu'il en faisait en anglais ou en français, le Commissaire a recommandé que dans tous les cas semblables à celui-ci, le ministère ajoute une

Le ministère a déclaré que si jamais le rapport devait être réimprimé il lui ferait plaisir de modifier la note liminaire de la version française. Il a ajouté que dans des situations semblables il indiquerait seulement lequel des deux textes constituait l'original.

Le Commissaire a suggéré au ministère de modifier la note liminaire afin d'éviter toute équivoque quant à son attitude vis-à-vis des francophones et pour mieux respecter l'esprit de la Loi sur les langues officielles.

Un francophone se plaint que la note liminaire du rapport de la Commission d'enquête sur le soulèvement d'avril 1971 au pénitencier de Kingston rappelle au lecteur que la version française du rapport constituait une traduction fidèle du manuscrit anglais, mais qu'il fallait s'en remettre à l'édition anglaise si l'on désirait « une complète exactitude ».

Dossier n° 1804—Les deux textes font autorité

PLAINTES

SOLICITEUR GÉNÉRAL

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
1847 Ottawa	Budget déposé pour l'approbation de la Chambre des communes en anglais seulement.	Mesures correctives

les heures ouvrables, de se servir de la formule : « Désolé, le bureau est fermé; pourriez-vous rappeler demain à partir de... heures ».

La société a accepté d'embler la recommandation et a assuré le Commissaire de sa mise en application immédiate.

PLAINTES

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
1764 Montréal	Article anglais inséré dans une publication française.	Mesures correctives
2008 Halifax	Absence de services en français au bureau d'Halifax.	Mesures correctives
2256 Ottawa	En-têtes français du texte anglais d'une brochure.	Renvoi
3168 Toronto	Tampon unilingue anglais.	Mesures correctives

SOCIÉTÉ CANADIENNE DES COMMUNICATIONS
TRANSMARINES

PLAINTES

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
2318 Montréal	Existence de cours de langue pendant les heures de travail.	Renvoi

SOCIÉTÉ DES TRANSPORTS DU NORD, LIMITÉE

PLAINTES

Dossier n° 3419—« Désolé, le bureau est fermé »

A 16 heures 40, le vendredi 15 novembre 1974, un francophone téléphone au bureau de la société à Ottawa pour obtenir des renseignements en français. Son interlocuteur lui répond : « Could you not speak English ? »

La Société a informé le Commissaire que l'incident était survenu environ dix minutes après la fermeture de ses bureaux et que la préposée aux appels téléphoniques, qui s'exprime correctement dans les deux langues officielles, était déjà partie.

Le Commissaire a recommandé que la société instruisse ses employés répondant aux appels téléphoniques de francophones, après

(30) que l'Office effectue un relevé de toute la signalisation interne et externe des bureaux d'Ottawa et de Calgary en vue de s'assurer, d'ici le 30 juin 1975, que :

- (a) toute inscription encore unilingue est rendue bilingue;
- (b) les textes sont précis et corrects dans les deux langues officielles; et
- (c) l'on accorde partout aux deux langues officielles une importance et un statut égaux;

(31) que toute signalisation affichée ou autrement étalée aux lieux d'audition et se rapportant à ces auditions, soit dans les deux langues officielles, qu'on y assure aux deux langues une importance et un statut égaux et que l'on accorde la préséance au français à tous les lieux d'audition situés dans des régions où les francophones constituent la majorité de la population, et à l'anglais ailleurs;

Cartes de visites, estampilles, etc.

(32) que, d'ici le 31 octobre 1975, les cartes de visite, les cartes d'identité, les estampilles, le sceau officiel et les autres objets analogues utilisés par les employés soient conçus dans les deux langues officielles de manière à assurer l'égalité de statut de celles-ci. Il est de plus recommandé que, dès la réception de la version bilingue de ces objets, on en retire de la circulation toute version unilingue;

Formulaires

(33) d'ici le 30 novembre 1975, que tous les formulaires y inclus les chemises de dossier, les blocs-notes et les questionnaires, actuellement en usage et jugés nécessaires au fonctionnement interne et externe de l'Office, soient rendus bilingues et que les textes dans les deux langues paraissent, autant que possible, sous le même pli;

(34) que tout nouveau formulaire soit bilingue dès le premier tirage, les deux langues officielles paraissant sous le même pli;

Syndicats

(35) que l'Office, dans la mise en œuvre des recommandations susmentionnées, entretienne des rapports étroits avec les syndicats et les associations de ses employés et les consulte;

Carrière

(36) que l'Office veille à ce que la réalisation des recommandations ci-dessus ne nuise ni à la sécurité d'emploi, ni aux possibilités de carrière des membres de son personnel.

(24) que, pour résoudre les difficultés de diffusion, de stockage, d'étalage, etc., l'Office envisage, à l'avenir et dans la mesure du possible, l'impression de tout texte dans les deux langues officielles sous même pli plutôt qu'en deux versions. Advenant l'impossibilité de procéder de cette façon, il est recommandé que l'Office, lors d'impressions ultérieures, insère en anglais, dans le texte français une remarque à l'effet que la publication ou tout autre imprimé peut aussi s'obtenir en version anglaise, et vice versa;

Bibliothèques

(25) que l'Office s'efforce, sans délai, d'obtenir un exemplaire de chaque version lorsque les ouvrages de sa bibliothèque comprennent des publications éditées dans les deux langues officielles par des institutions du gouvernement fédéral et d'autres organismes;

(26) que l'Office prenne d'ici peu les mesures appropriées pour :

- (a) déterminer les ouvrages français de référence sur le marché (livres, articles, périodiques, encyclopédies, dictionnaires techniques, etc.);
- (b) étudier l'a-propos de ces ouvrages; et
- (c) acquérir une telle quantité d'ouvrages qui permettra aux membres du personnel d'effectuer en français des recherches selon la même gamme de sujets qu'en anglais;

(27) que, par toute mesure adéquate, l'Office rende bilingues, d'ici le 30 juin 1976, le catalogue de sa bibliothèque ainsi que les étiquettes de rayon;

Annuaire des téléphoniques

(28) que l'Office procède à l'examen des annuaires téléphoniques d'Ottawa-Hull, de Calgary et de l'Office même afin de s'assurer que les futurs textes du titre de l'Office, de ses services ou de son personnel sont conformes au principe d'égalité quant à la qualité et à l'importance de deux langues officielles;

Appels téléphoniques

(29) que les employés qui répondent aux appels téléphoniques identifient les bureaux de l'Office dans les deux langues officielles. Advenant que certains de ces employés manquent la compétence linguistique suffisante pour communiquer les renseignements ensuite demandés par l'interlocuteur, il est de plus recommandé que ces employés soient entraînés à utiliser une liste de phrases courtoises dans la langue de l'interlocuteur pour l'informer que l'on achemine, sans délai, son appel à un autre fonctionnaire en mesure de lui fournir les renseignements dans la langue officielle de son choix;

(18) que désormais, pour s'assurer que l'investissement dans l'acquisition d'une seconde langue officielle ne se perd pas par le manque d'usage de celle-ci, l'Office :

- (a) établit des programmes efficaces de maintien de l'acquis;
- (b) incite à la participation active à ses programmes; et
- (c) encourage l'emploi accru du français comme langue de travail;

(19) que, dans la mesure du possible, l'Office affecte les fonctionnaires récemment bilingues, au moins sur la base de mutation temporaire, à des unités de l'organisme où ils auront la possibilité d'approfondir les nouvelles connaissances acquises;

Programme de planification et de perfectionnement de la main-d'œuvre

(20) que, pour permettre à l'Office d'atteindre un niveau de bilinguisme institutionnel qui réponde aux exigences de la Loi sur les langues officielles, l'Office :

- (a) établit les besoins actuels en personnel pour satisfaire aux exigences relatives à la langue de service et à la langue de communication interne;
- (b) considère dorénavant le taux de roulement des effectifs comme partie intégrante de tout programme de planification et de perfectionnement de la main-d'œuvre;
- (c) sonde toutes les ressources possibles en personnel bilingue afin d'exploiter tous les secteurs du marché du travail;
- (d) veille à ce que le personnel unilingue qualifié, issu des deux groupes linguistiques, fasse l'objet de la même considération;
- (e) utilise tous les moyens disponibles pour informer le public des possibilités présentes et futures de carrière et d'emploi au sein de l'Office; et
- (f) prenne toutes les mesures possibles pour utiliser au maximum à tout moment les ressources linguistiques de son personnel;

Publications et imprimés

(21) que, par tous les moyens, l'Office s'assure que les textes anglais et français de toutes ses publications et de ses imprimés distribués à la fois au personnel et au public soient de qualité et d'importance égales, et soient diffusés simultanément;

(22) que toutes les autres publications, les manuels, les brochures, les descriptions de fonctions, etc., unilingues (à l'exclusion des ouvrages de la bibliothèque), d'usage interne à l'Office, soient traduits d'ici le 31 juin 1976; que, lorsque l'Office distribue les publications d'autres organismes du gouvernement fédéral, il obtienne ces publications, dans la mesure du possible, dans les deux langues officielles. Si ces imprimés ne sont qu'unilingues,

Audiences publiques

(6) que l'Office s'assure que, dorénavant, dans tout avis d'audience, on indique au public, aux intervenants et aux intéressés que :

- (a) on peut présenter documents et pièces à l'appui soit en anglais, soit en français;
- (b) on peut soumettre (oralement ou par écrit) toute preuve soit en anglais, soit en français;
- (c) tout témoin peut déposer soit en anglais, soit en français;
- (d) on peut intervenir en toute occasion soit en anglais, soit en français;
- (e) toute audience peut se dérouler soit en anglais, soit en français;

(f) l'interprétation simultanée des délibérations se fera en totalité dans les deux langues officielles et on mettra, en tout temps, des écouteurs à la disposition de toute personne présente;

(7) que, selon l'esprit de la Loi sur les langues officielles et l'intention du législateur, à toute audience publique l'Office fournisse les services d'interprétation simultanée de la totalité des délibérations, dans les deux langues officielles et mette, en tout temps, des écouteurs à la disposition de toute personne présente;

Communications verbales

(8) que, là où la capacité linguistique existe déjà au sein de l'Office, ou dès qu'elle y existera, de communiquer dans les deux langues officielles à l'intérieur comme à l'extérieur de l'organisme de façon automatique plutôt que sur demande, l'Office informe immédiatement le public de cette capacité afin que celui-ci se prévale de son droit au service dans la langue officielle de son choix;

Correspondance

(9) que l'Office prenne les mesures appropriées pour s'assurer que dorénavant l'on réponde à la correspondance dans la langue officielle du correspondant, sans délai indu imputable à la langue officielle du correspondant; (10) que, lorsque l'Office ignore la préférence linguistique du correspondant ou du destinataire, il utilise tous les moyens à sa disposition pour déterminer à l'avance la langue de choix du correspondant ou du destinataire;

Communications internes

(11) que toute communication interne d'intérêt général, tels les avis, les directives, les notes de service, etc., soit dorénavant rédigée dans les deux langues officielles et transmise sous un même pli ;

(5) que tout le personnel du siège social de l'Office et du bureau essentiellement de recherche de Calgary, soit pleinement informé, dès la mise sur pied du programme d'information précité et régulièrement par la suite, des exigences et des mesures adoptées, ainsi que des politiques établies conformément à ces exigences;

(4) que l'Office prenne les moyens adéquats pour instituer, avant le 31 décembre 1975, un programme d'information du personnel en ce qui a trait aux exigences de la Loi sur les langues officielles et aux mesures administratives, notamment celles qui se rapportent à la planification de la main-d'œuvre et au bilinguisme, qui permettront à l'Office de se conformer d'ailleurs à ces exigences;

Programme d'information

(3) que l'Office prenne les mesures appropriées pour établir et mettre en œuvre, d'ici le 30 novembre 1975, une politique officielle et un programme de planification de la main-d'œuvre destinés à définir et à combler ses besoins globaux en personnel pour donner suite aux dispositions de la Loi sur les langues officielles en matière de service au public et de langue de communication interne. Une telle politique doit comprendre un plan d'action systématique, bien coordonné et graduel, dans tous les domaines pertinents, comme la formation linguistique, le maintien de l'acquis, le recrutement, le roulement, la répartition;

Politique et programme de planification de la main-d'œuvre

(b) assurer la surveillance et le contrôle de toute action reliée aux différents aspects de la politique en matière de bilinguisme;

(a) présider à l'établissement des objectifs, de même qu'à la planification et à la réalisation des programmes qui en découlent en précisant, dans la mesure du possible, les dates d'exécution; et

(2) que l'Office prenne, sans délai indu, les dispositions nécessaires pour engager un agent à un poste élevé et stratégique dans la hiérarchie de l'organisme pour prendre la responsabilité opérationnelle de la réalisation adéquate et de la coordination de la politique de l'Office en matière de bilinguisme; que les fonctions de cet agent portent notamment sur les points suivants sans nécessairement s'y limiter :

(1) que l'Office élabore et mette sur pied au sein de l'organisme, d'ici le 31 octobre 1975, une politique officielle et un programme destinés à satisfaire, à court et à long terme, aux exigences de la Loi sur les langues officielles qui incluraient un procédé pour déterminer avec précision et à des intervalles réguliers la demande réelle dans les deux langues et qui tiendraient compte de la langue de service et de la langue de communication interne ainsi que des recommandations du Commissaire aux langues officielles;

Politique et programme en matière de bilinguisme

Ces constatations ont conduit le Commissaire à recommander :

L'Office n'ayant, au moment de l'étude, ni une politique du bilinguisme clairement définie, ni une capacité bilingue suffisante, il lui était impossible de fournir automatiquement ses services dans les deux langues et de garantir au français l'égalité de statut au niveau des communications internes. Parallèlement, l'absence d'un programme systématique en matière de main-d'œuvre qui tiendrait compte, pour la dotation de postes bilingues, du taux de roulement du personnel empêchait l'Office de se conformer à la Loi.

Les communications orales internes et externes continuaient, pour leur part, de s'établir en anglais. De plus, si, en règle générale, les participants aux audiences publiques bénéficiaient d'un service d'interprétation, ce n'était néanmoins que du français à l'anglais; ce qui était aussi le cas pour la traduction des transcriptions d'audience. Qui plus est, le texte des avis d'audience omettait de préciser que les dépôts pouvaient tout aussi bien être présentés en français qu'en anglais. La signalisation, les publications, les inscriptions dans les annuaires téléphoniques et les avis en général étaient d'ordinaire libellés dans les deux langues, mais certaines fautes de grammaire, l'oubli d'accents et le manque de cohérence dans la dénomination de l'Office tendaient à mettre en doute l'égalité de statut des deux langues. Par ailleurs, les formulaires, le catalogue et les ouvrages de la bibliothèque et les pochettes de documentation à l'usage des étudiants n'étaient en général disponibles qu'en anglais. La correspondance avec l'extérieur, elle, parvenait normalement dans la langue du destinataire, mais les lettres devaient d'habitude passer par la traduction, ce qui entraînait parfois des retards.

Bien que la formation linguistique soit considérée comme l'une des priorités, le calendrier fixé dans ce domaine ne tenait nul compte du roulement annuel du personnel (environ un tiers des effectifs), l'organisme avait du mal à assurer l'intérêt des agents inscrits à des cours à plein temps et à donner à ses employés devenus bilingues l'occasion d'utiliser les connaissances récemment acquises, et les programmes de maintien de l'acquis n'avaient pas connu de résultats marquants.

Le trésor était effectivement occupé par des titulaires bilingues, que seuls deux des neuf membres de l'Office étaient bilingues et que ni la Direction du contenu, ni celle de la politique du pétrole ne disposaient de la moindre capacité bilingue. En outre, si 18 emplois demandaient soit la connaissance d'une langue, soit celle de l'autre, aucun n'exigeait la connaissance du français uniquement. Au demeurant, l'Office estimait que son niveau de bilinguisme ne permettrait pas à un unilingue d'exprimer l'anglais de façon efficace ses fonctions.

Il s'est par ailleurs avéré que 31 seulement des 172 postes entrant dans la catégorie « bilingue » en vertu des directives du Conseil du

Bien que certaines mesures aient été prises en vue d'institution-
naliser le bilinguisme au sein de l'Office (programmes de formation
linguistique, maintien de l'acquis, etc.) l'organisme n'a ni défini une
politique officielle en la matière, ni nommé un agent de coordination de
l'ensemble des questions en la matière. Il ne s'est pas non plus doté
de programmes ou d'une politique de planification dans le secteur
de la main-d'œuvre, ou d'une politique du recrutement destinée à
accroître sa capacité bilingue. De plus, en l'absence de directives
formelles et de tout programme d'information du personnel, ses efforts
pour se conformer à la Loi se trouvent freinés.

L'étude, axée sur le fonctionnement de l'Office (qui, hormis une
petite unité de recherche à Calgary, n'a de bureaux que dans la
capitale) et les services qu'il fournit, a porté sur les aspects linguis-
tiques de ses services au public dans leur ensemble et sur certains
aspects fondamentaux de la langue de travail.

Conscient de la nécessité de développer et de renforcer en
permanence sa capacité bilingue pour mieux servir le public des deux
langues, l'Office national de l'énergie avait demandé au Commissaire
d'évaluer, par voie d'étude spéciale, la manière dont ses services s'ac-
quittaient de ses obligations en regard de la Loi sur les langues officielles.
L'Office est chargé de veiller à ce que les conditions d'exploita-
tion et d'utilisation des ressources et produits énergétiques correspon-
dent aux intérêts du Canada. A ce titre, il exerce un pouvoir régulamen-
taire et consultatif. Il se trouve, de par ces fonctions, amené à
entretenir certains rapports avec les milieux de l'industrie et du com-
merce, les ministères et organismes fédéraux, les autorités provinciales
et municipales et les groupes financiers provinciaux, nationaux et inter-
nationaux.

ETUDE SPECIALE

OFFICE NATIONAL DE L'ENERGIE

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
1967 Ottawa	Téléphoniste unilingue anglophone.	Mesures correctives

Le ministère a accepté les suggestions et recommandation du Com-
missaire et a donné les directives en conséquence.

Un francophone se plaint d'avoir reçu deux lettres en anglais du ministère.

Le ministère a répondu qu'il avait comme politique de rédiger en français toute correspondance destinée à des francophones et que c'était par inadvertance que les deux lettres en question avaient été rédigées en anglais.

Le Commissaire a convenu que des erreurs étaient toujours possibles. Toutefois, dans le cas présent, une telle méprise s'expliquait difficilement parce que non seulement le nom mais également l'adresse du correspondant indiquaient clairement qu'il s'agissait d'un francophone. En conséquence, le Commissaire a recommandé au ministère de rappeler à ses fonctionnaires sa politique en matière de bilinguisme afin de s'assurer qu'à l'avenir les communications avec le public se fassent toujours dans la langue officielle appropriée.

Dossier n° 3249—Renseignements sur le personnel

Un francophone téléphone aux renseignements sur le personnel et ne peut parler à quelqu'un qui puisse le comprendre en français.

Le ministère a informé le Commissaire que le numéro composé correspondait à une ligne commune à postes groupés pour environ cinq personnes. Bien que les appels soient généralement reçus par l'un des deux préposés à la réception dont les postes avaient été déclarés bilingues, il arrivait qu'un autre employé réponde et passe l'appel par l'intercom. Le ministère n'avait pu examiner à fond la situation qui avait donné lieu à la plainte parce que les deux préposés à la réception avaient quitté le ministère depuis. Il a exprimé son intention de doter les deux postes vacants pour les remplacer et a, entre-temps, rappelé aux employés de ce secteur leur obligation de fournir de sérieux efforts pour trouver dans un bureau voisin une personne qui pourrait répondre aux appels des francophones.

Le Commissaire a suggéré au ministère d'indiquer clairement à tous les employés concernés que le service doit être fourni automatiquement en français aux interlocuteurs d'expression française sans qu'ils aient à persister dans leur langue avant qu'on renvoie leur appel à qui de droit. Comme il s'agissait d'une ligne à postes groupés et que n'importe lequel d'entre eux était susceptible de répondre, le Commissaire a en outre recommandé que tous les employés s'abstiennent de parler en anglais aux francophones et qu'ils disent plutôt « un instant s'il vous plaît, ne quittez pas ». Enfin, il a estimé que les personnes qui répondent à ce téléphone devraient s'assurer de limiter l'attente autant que possible.

Un membre d'une association de langue française signale que la Loi sur les marques de commerce n'a pas été révisée pour tenir compte des dispositions de la Loi sur les langues officielles.

Le ministère de la Justice a exprimé des doutes concernant le pouvoir de la Commission de révision des statuts d'apporter de légères modifications à la version française de la Loi sur les marques de commerce. Il a suggéré au Commissaire de communiquer la plainte au ministère de la Consommation et des Corporations chargé de l'application de la loi en question.

Le Commissaire a souligné que l'article 2 de la Loi concernant les Statuts révisés du Canada conférerait clairement à la Commission de révision des statuts (dont le ministre de la Justice est membre), le pouvoir de « classer, réviser et codifier » les Statuts révisés du Canada. Il a ajouté que l'article 5 de ladite loi, portant sur les lois ou parties de lois, prévoyait que la Commission « peut y faire, sous le rapport de la phraséologie, les changements qu'exigent l'uniformité d'expression . . . ». Estimant qu'une révision des statuts ne saurait être entreprise avant que les doutes du ministère n'aient été dissipés, le Commissaire a recommandé que la question soit tirée au clair pour permettre à la Commission de révision des statuts d'apporter à la Loi et, plus particulièrement, à l'article 2, les modifications requises pour que la forme du texte se conforme aux dispositions de la Loi sur les langues officielles. Le ministère a répondu que la Commission de révision des statuts serait abolie une fois qu'elle se serait acquittée du mandat que lui a conféré la loi de 1965, et que pour effectuer une autre révision, il faudrait qu'une autre loi soit adoptée. Compte tenu de l'expérience acquise au cours de la dernière révision et d'une connaissance accrue des problèmes du bilinguisme et du « bilégalisme » dans les statuts fédéraux, le ministère avait l'intention de recommander au gouvernement d'inclure dans la prochaine loi sur la révision des dispositions permettant d'apporter aux statuts des modifications linguistiques en vue d'harmoniser les versions anglaise et française, tout en prenant les précautions nécessaires pour éviter d'en modifier le fond.

Le Commissaire a été satisfait des mesures prises par le ministère et le dossier a été fermé.

qui, en fait, n'était publié qu'à titre d'information et qui, s'il devait être aussi précis que possible, devait aussi être suffisamment clair pour être compris par le public auquel il était destiné. Nonobstant cette réserve, le ministère a reconnu que le texte des avis de motion comportait un certain nombre d'erreurs.

Le Commissaire a recommandé que la traduction de toute publication du ministère soit entreprise durant la préparation des ébauches plutôt qu'après, que la correction et la révision des textes à publier soient confiées à des experts du ministère ou à des réviseurs ou aux deux à la fois afin d'obtenir une traduction aussi fidèle et correcte que possible, que le ministère demande au Bureau des traductions l'aide technique et terminologique nécessaire et enfin, que le ministère étudie la possibilité de rédiger en français, dès le départ, certaines parties des publications.

Le ministère a fait savoir qu'il s'efforçait, dans la mesure du possible, de faire traduire les ébauches plutôt que le texte final en apportant les corrections au fur et à mesure qu'elles se présentent. Il venait de conclure une entente avec le Bureau des traductions, d'après laquelle le nombre de traducteurs et de réviseurs affectés au ministère serait augmenté. Ces personnes y travailleraient au moins deux ans afin de se familiariser avec les exigences précises du ministère en matière de traduction. De plus, dans le but d'être à même de remplir ses obligations vis-à-vis des programmes de bilinguisme du gouvernement et de la Loi sur les langues officielles, le ministère a mis sur pied une section de planification linguistique et de contrôle pour coordonner ses efforts dans ce domaine.

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
1680	Ottawa Existence de services en français auprès du Service de sécurité matérielle.	Mesures correctives
2015	Ottawa Connaissance de l'anglais essentielle pour certains postes.	Explications
2522	Ottawa Niveau unilingue anglais sur les Obligations d'épargne du Canada.	Mesures correctives
2671	Ottawa Portier unilingue anglais au cours du Lever du Nouvel An.	Mesures correctives

Dossier n° 1746—*Avis de motions des voies et moyens budgétaires*

Un francophone déclare que le texte « Avis de motion des voies et moyens budgétaires » (février 1973) contient de nombreuses erreurs et de sérieux contresens.

Le ministère a estimé que certaines remarques du plaignant provenaient d'une interprétation rigoureusement juridique d'un texte

PLAINTES

FINANCES

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
1860, 1861 Ottawa	Deux fonctionnaires francophones re- çoivent la version anglaise du ques- tionnaire n° CC01-04 d'Information Canada.	Explications
1961 Ottawa	Un fonctionnaire anglophone se voit refuser des cours de langue.	Explications
2223 Ottawa	Brochure publiée en anglais seulement.	Mesures correctives
2391 Ottawa	Adresse en anglais seulement.	Explications

PLAINTES

EXPANSION ÉCONOMIQUE RÉGIONALE

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
2038 Ottawa	La plupart des formules, notes de ser- vice, directives de la Direction des levées et de la cartographie sont uni- lingues anglaises.	Mesures correctives
2371 Ottawa	Seul le titre d'une brochure est bilingue; le corps du texte est en anglais.	Mesures correctives
2448 Ottawa	En-tête en anglais seulement : revue GEOS.	Mesures correctives
2586 Ottawa	Publication en anglais seulement de la brochure <i>Energy and Our Way of Life</i> .	Mesures correctives
2607 Ottawa	Un poste à Tuktoyaktuk (T. du N.-O.) doit être désigné bilingue.	Non fondée
2608 Ottawa	Document distribué en anglais seulement à la Direction des levés et de la carto- graphie.	Mesures correctives
2943 Ottawa		

DOSSIER N° LIEU NATURE DE LA PLAINTE RÉSULTAT

1997	Ottawa	Noms géographiques français traduits en anglais sur des cartes publiées par le ministère.	Non fondée
2032	Ottawa	Qualité médiocre de la version française d'un avis de concours.	Mesures correctives

saire était d'avis qu'ils devaient adhérer strictement au règlement et procéder en conséquence.

Le Commissaire a enfin fait savoir au ministère qu'il communiquait les doubles de la correspondance échangée jusqu'au Conseil du trésor en lui demandant s'il entendait modifier le paragraphe 8 de sa circulaire n° 1971-21, du 9 mars 1971, de manière à couper court aux équivoques éventuelles.

Le Commissaire s'est ensuite adressé au Conseil du trésor pour lui demander son point de vue sur la très importante question soulevée par l'interprétation donnée au paragraphe 8 par le ministère et se faire préciser si le Conseil entendait le modifier de manière à empêcher que des interprétations erronées ne donnent lieu à des infractions à la Loi.

Le Conseil du trésor a répondu que l'intention des rédacteurs du paragraphe avait été que toutes les communications internes d'intérêt général soient simultanément publiées dans les deux langues. Selon lui, le meilleur moyen de respecter la Loi sur les langues officielles semblerait être de les faire distribuer en même temps, puisque la Loi stipulait le principe de l'égalité des deux langues quant à leur emploi. Qui plus est, la recommandation de la Commission royale d'enquête sur le bilinguisme et le biculturalisme, entérinée par le gouvernement et reprise par le Premier ministre dans sa déclaration du 23 juin 1970 (partie B, paragraphe 6) allait dans le même sens et l'examen de la version française du paragraphe 8 lui-même renforçait cette interprétation. Enfin, le Conseil du trésor jugeait d'autant moins utile de modifier le texte qu'il était habilité à interpréter ses propres directives. En outre, la Direction des langues officielles espérait qu'une directive qu'elle mettrait au point clarifierait la situation.

Le ministère de l'Énergie, des Mines et des Ressources a, par la suite, informé le Commissaire qu'après réexamen de leur correspondance il tenait à lui assurer qu'il adhérerait dorénavant aux dispositions et à l'esprit de la Loi sur les langues officielles et à l'intention du législateur en matière de préparation et de diffusion de ses communications internes.

Le Commissaire a remercié le ministère et le Conseil du trésor de leur coopération en leur précisant qu'il faisait classer le dossier.

langues officielles. Au regret que ce principe n'ait pas été respecté dans ce cas précis, il a en outre signalé qu'il était en train de rappeler à ses cadres les responsabilités lui incombant à ce sujet, afin que ce genre d'erreur ne se reproduise plus.

Le Commissaire a cependant fait savoir au ministre que, selon lui, il ne suffisait pas de simplement préparer le genre de document en question dans les deux langues, mais qu'il convenait encore de les faire distribuer simultanément. Il a donc recommandé qu'à l'avenir toute communication interne d'intérêt général ou devant être largement diffusée soit simultanément communiquée aux intéressés dans les deux langues officielles.

Le ministre lui a fait parvenir un exemplaire de la circulaire n° 1971-72 du Conseil du trésor, datée du 9 mars 1971, en soulignant que le paragraphe 8 stipulait uniquement l'obligation d'« assurer l'établissement » dans les deux langues officielles des communications internes. Bien que l'on ait tout lieu de supposer que, dans pratiquement tous les cas, il convenait de distribuer simultanément les deux versions, précisait le ministre, la directive admettait des circonstances exceptionnelles où, étant donné l'extrême urgence de la diffusion du document, celui-ci pourrait n'être publié que dans une des deux langues dans un premier temps, et suivi de l'autre version dès que celle-ci serait disponible.

Le ministre a néanmoins assuré au Commissaire que sa recommandation prônant la distribution simultanée dans les deux langues officielles des communications d'intérêt général serait exécutée à l'avenir et que l'on n'y ferait exception que si la situation exigeait la diffusion immédiate du document et s'il s'avérait impossible de faire préparer la traduction dans des délais permettant de respecter les dates limites de publication.

Le Commissaire a fait savoir au ministre que, selon lui, tant cette interprétation du paragraphe 8 que l'hypothèse en découlant allaient à l'encontre des dispositions et de l'esprit de la Loi et de l'intention du législateur. À son avis, la Loi exigeait que les versions anglaise et française des documents en question soient distribuées en même temps. Il était de surcroît convenu que l'expression « assurer l'établissement dans les deux langues officielles . . . » employée dans le paragraphe 8 de la directive devait être prise dans l'acceptation concrète de : « assurer l'établissement d'une version bilingue . . . », c'est-à-dire d'une version dans laquelle les deux textes paraîtraient soit côte à côte, soit comme dans la circulaire du Conseil du trésor, soit recto verso. Quoi qu'il en soit, étant donné que la directive ne prévoyait pas expressément que les ministères puissent ne pas faire circuler simultanément les deux versions de leurs communications internes, le Commis-

PLAINTES

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
2390 Ottawa	Utilisation de l'expression anglaise « Statement of Claim » dans un avis publié dans un journal français.	Explications

ÉNERGIE ATOMIQUE DU CANADA, LIMITÉE

PLAINTES

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
2059 Ottawa	Plaque historique unilingue anglaise.	Renvoi
2418 Earlton (Ontario)	Napperons unilingues anglais.	Mesures correctives

ÉNERGIE, MINES ET RESSOURCES

PLAINTES

Dossier n° 3018—Note de service en anglais

Un francophone s'élève contre le fait que la version française de la note de service et du formulaire relatifs à l'horaire mobile ne lui soit parvenue que onze jours après leur distribution en anglais. À son avis, les deux textes auraient dû circuler en même temps, même s'il avait fallu pour cela retarder l'introduction de l'horaire mobile. Il ajoute qu'il aurait encore mieux valu demander au Bureau des traductions d'accorder la priorité à ce document.

Le ministère a fait valoir que c'était en raison de leur extrême urgence que la note et le document y afférant n'avaient d'abord été distribués qu'en anglais : en date du 25 mars, ils annonçaient une politique entrant en vigueur le 1^{er} avril. Une lettre avait été adressée au plaignant le 27 avril pour lui exposer le problème; ses collègues et lui-même avaient par ailleurs reçu la version française du document le 5 avril. Le ministère s'est dit éminemment conscient du fait que la politique gouvernementale stipulait que toute communication interne d'intérêt général ou appelée à être largement diffusée devait être préparée dans les deux

Le ministère a d'autre part invoqué un argument économique à l'appui de cette dernière formule. Le taux de la demande s'établissait aux alentours de 3 ou 4 contre 1 en faveur de la version anglaise. Il s'ensuivait que, à un moment où le prix des papiers de qualité montait en flèche, l'impression en version bilingue gonflerait considérablement les frais de publication, alourdissant ce poste budgétaire de plusieurs milliers de dollars. De surcroît, le ministère était convaincu qu'il y avait avantage (toujours lorsque la possibilité d'erreur restait minime) à fournir les publications au client dans la langue demandée et pas une autre.

Ayant jugé raisonnables les arguments avancés par le ministère pour ne pas appliquer intégralement la recommandation, le Commissaire l'a invité à interpréter d'une manière aussi large et aussi généreuse que possible le paragraphe 6 (b) de sa Politique du bilinguisme, qui préconise que les publications ministérielles devraient paraître sous couverture unique chaque fois que faire se peut.

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
1959	Toronto	Lettre en anglais envoyée à un franco- phone par une agence de publicité au nom du ministère. Mesures correctives
2728	Hull	Un francophone est congédié sous pré- texte qu'il ne parle pas anglais. Explications
2834	Ottawa	Délai pour l'entrée en vigueur des règle- ments sur l'étiquetage bilingue. Explications
2959	Ottawa	Un francophone reçoit toujours la ver- sion anglaise de la revue <i>Contact</i> . Mesures correctives
2982	Hull	Une sténographe déclare avoir été refusé à un poste parce qu'elle ne connaissait pas l'anglais. Explications
3152	Ottawa	Inscription en anglais seulement dans deux revues bilingues. Mesures correctives
3171	Ottawa	Lettre en anglais adressée à un franco- phone. Retrait
2244, 2325, Ottawa	Emploi de la raison sociale anglaise dans les journaux de langue française.	Mesures correctives
2403		

PLAINTES

CONSTRUCTION DE LA DÉFENSE (1951), LIMITÉE

Un francophone se plaint d'avoir reçu du ministère un communiqué rédigé uniquement en anglais.

Le ministère a répondu qu'il allait placer le nom du plaignant sur sa liste de correspondants francophones.

Bien qu'un nom patronymique n'indique pas de façon absolue la langue maternelle ou préférée d'une personne, il peut néanmoins servir d'indice dans la plupart des cas. C'est pourquoi le Commissaire a fait remarquer au ministère qu'il s'expliquait mal le fait que le nom du plaignant ait été placé en premier lieu sur une liste de correspondants anglophones puisque ce nom était manifestement à consonance française.

En conséquence, il a recommandé au ministère de réviser ses listes périodiquement de façon que chaque correspondant reçoive la documentation dans la langue officielle de son choix chaque fois qu'il était possible de déterminer cette préférence.

Le ministère a subseqüemment informé le Commissaire qu'il avait révisé ses listes de correspondants.

Dossier n° 3024—Brochures unilingues anglaises

Une francophone de Saint-Jean-Christosôme (Québec) se plaint d'avoir reçu une version unilingue anglaise des brochures qu'elle a demandées.

Au reçu de la plainte, le ministère a fait parvenir à la plaignante une exemplaire en français de chacune des publications en question, en la priant de l'excuser.

De manière à éviter toute difficulté au stade de la distribution, le Commissaire a recommandé que la totalité de la documentation à l'usage du public soit publiée dans les deux langues sous la même couverture, c'est-à-dire en version bilingue.

Le ministère a précisé qu'il avait pour principe d'étudier très tôt, pour chaque publication, s'il était préférable, voire indispensable de l'imprimer en version bilingue. Si la méthode de distribution retenue pour tel ou tel document laissait anticiper certaines difficultés de distribution, on optait pour la formule bilingue.

Si, par contre, pour un document donné, le contrôle de la distribution permettait de ramener à un minimum absolu la possibilité d'erreur, le ministère penchait plutôt pour la préparation de deux éditions distinctes. Ce qui voulait dire que, dans la pratique, dépliant et prospectus paraissaient en général en version bilingue, tandis que l'on publiait séparément en anglais et en français les ouvrages plus conséquents, plus complexes ou plus coûteux.

DOSSIER N° LIEU	NATURE DE LA PLAINTÉ	RÉSULTAT
2750	Ottawa	Six études publiées en anglais seulement. Mesures correctives

CONSOMMATION ET CORPORATIONS

PLAINTES

Dossier n° 2226—*Journal des marques de commerce*

Un francophobe exprime l'avis que tous les textes du *Journal des marques de commerce* devraient être bilingues, et il fait valoir que de telles pratiques encourageraient les sociétés canadiennes à présenter leurs produits dans les deux langues officielles.

Le ministère a répondu qu'en collaboration avec le Secrétariat d'État, il étudiait cette question depuis plus d'un an, et il envisageait la possibilité de faire traduire la *Gazette du Bureau des brevets* dans laquelle étaient publiés, chaque semaine, quelque quatre cents *précis de brevets*. Bien que le coût ne fût pas un facteur important, le ministère jugeait qu'il était difficile d'affecter à la traduction de la *Gazette du Bureau des brevets* un nombre suffisant de traducteurs pour assurer la publication de la version française dans les délais prévus dans les règlements établis en vertu de la Loi sur les brevets. Ce travail demandait, à plein temps, vingt-cinq traducteurs ayant une formation en génie ou en chimie. La traduction du *Journal des marques de commerce* posait moins de problèmes mais, comme l'avait souligné le ministère, l'étude portait sur les deux publications.

Le Commissaire a reconnu les difficultés que présentait la traduction d'un grand nombre de documents hautement techniques publiés dans la *Gazette du Bureau des brevets*. Il a fait remarquer cependant que la plainte en question avait trait au *Journal des marques de commerce* et il a recommandé que les mesures nécessaires soient prises pour rendre cette publication bilingue dans les plus brefs délais. Le Commissaire a demandé d'être tenu au courant des projets définitifs du ministère concernant la traduction de la *Gazette du Bureau des brevets*.

Le ministère a annoncé au Commissaire la nomination d'un Registrateur des marques de commerce à qui on avait confié, en priorité, la tâche d'assurer la publication bilingue du *Journal des marques de commerce*; cet objectif atteint, le Registrateur entreprendrait de publier une édition bilingue de la *Gazette du Bureau des brevets*.

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
1893	Ottawa Pas d'agent d'information francophone ou bilingue.	Explications
2407	Edmonton Le CRTC n'annonce pas une audience publique dans l'hebdomadaire <i>Franco-Albertain</i> .	Mesures correctives
2459	Ottawa Estampille unilingue anglaise.	Mesures correctives
CONSEIL DES PORTS NATIONAUX		
PLAINTES		
Dossier n° 3365—Avec des accents		
<p>Le Conseil a fait passer une annonce dans le <i>Globe and Mail</i> pour attirer l'attention des armateurs sur les avantages qu'offraient les installations portuaires de Montréal. D'un bout à l'autre de ce texte, « Montréal » et « Québec » étaient écrits à la française, c'est-à-dire avec des accents. Le plaignant précise que c'est l'orthographe anglaise de ces noms propres que l'on retrouve dans la version anglaise de la Loi sur le Conseil des ports nationaux. Il rappelle que cet organisme emploie la forme française des noms de villes (Saint-Jean pour St. John's, par exemple) dans ses brochures en français.</p> <p>Le Conseil a précisé que l'annonce avait été conçue de manière à refléter la réalité bilingue du port. Selon lui, les deux orthographes étaient aussi correctes l'une que l'autre, à ceci près que la française se remarquait davantage.</p> <p>Le Commissaire a recommandé que, dans tous les cas où il existe un nom dans chaque langue pour un lieu donné, la forme anglaise figure dans les textes anglais et la forme française dans les textes français.</p> <p>Il a en outre fait remarquer au Conseil qu'un texte bilingue aurait tout autant attiré l'attention sur le caractère bilingue du port.</p> <p>Le Conseil a avisé les autorités portuaires de Montréal de la recommandation du Commissaire et l'a assuré qu'il agirait avec plus de prévoyance à l'avenir.</p>		
2347	Ottawa Abréviation anglaise employée dans une annonce en français.	Mesures correctives

d'égalité voulait dire un nombre croissant de postes privés de langue anglaise et, pour les postes français, une programmation bilingue. Trouvant ceci peu satisfaisant, il demandait que les nouveaux critères du CRTC soient modifiés de sorte que les postes de radiodiffusion « bilingues » de cette région, savoir CKCH (Hull) et CJRC (Ottawa), deviennent des postes entièrement de langue française.

Le Conseil a fait parvenir au Commissaire copie de la réponse qu'il avait adressée au plaignant. Selon le CRTC, la population francophone de la région de la capitale fédérale pouvait compter sur les services de trois postes de radiodiffusion et d'une chaîne de télévision de Radio-Canada. Les citoyens abonnés au câble pouvaient également recevoir Télé-Métropole et un deuxième service de télévision française serait assuré dans la région en septembre 1974 par un poste local de télévision, soit CFVO. De plus, l'Office de la télécommunication éducative de l'Ontario s'était engagé à offrir à la population d'expression française, dans la mesure de ses moyens, des émissions qui lui conviennent au moment où la chaîne de télévision éducative serait mise en ondes à Ottawa. Bref, le CRTC croyait qu'une certaine égalité existait dans la région d'Ottawa-Hull en ce qui concerne la radiodiffusion. Pour ce qui est de la question des normes, le CRTC a préféré annuler d'abord les critères qui le guideront dans l'évaluation de la programmation musicale des radiodiffuseurs francophones, plutôt que de régler l'ensemble à ce sujet. Ceci a permis l'établissement d'un certain nombre d'objectifs avec lesquels, semble-t-il, les radiodiffuseurs étaient d'accord. Le Conseil comptait faire connaître en temps opportun les résultats de ses consultations et les objectifs que les radiodiffuseurs devront atteindre.

Le Commissaire a jugé que la réponse du CRTC expliquait bien la situation. Toutefois, il a demandé à l'organisme de lui faire connaître le résultat de ses consultations avec les radiodiffuseurs de langue française d'Ottawa-Hull.

Le Conseil a informé le Commissaire par la suite que la politique de programmation de CKCH et de CJRC serait modifiée en vue de répondre, dès l'été 1975, aux mêmes critères que ceux qui s'appliquent à l'ensemble des stations de radio de langue française. Ces stations diminueront donc graduellement la proportion de musique vocale de langue anglaise dans leur programmation musicale, de telle sorte qu'à l'été 1975, 75 % des pièces vocales diffusées seront de langue française durant les heures importantes d'écoute, soit de 6 h à 18 h du lundi au vendredi. Par ailleurs, sur l'ensemble de la programmation musicale populaire, la proportion des pièces vocales en langue française sera d'au moins 65 %.

PLAINTES

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
1760 Toronto	Une association de langue française a reçu deux lettres en anglais de la Commission.	Explications

CONSEIL CANADIEN DE LA CONSOMMATION

PLAINTES

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
2495 Ottawa	Téléphoniste unilingue anglophone.	Mesures correctives

CONSEIL DE LA RADIO-TÉLÉVISION CANADIENNE

PLAINTES

Dossier n° 2644—De nouveaux critères

Un francophone d'Ottawa fait parvenir au Commissaire copie d'une lettre qu'il adressait au président du Conseil de la Radio-Télévision canadienne après que cet organisme eut annoncé les nouvelles normes voulant que la radio québécoise diffuse 75 % des pièces musicales en langue française de 6 h à 18 h la semaine et que, dans l'ensemble, la programmation musicale comprenne 65 % de pièces musicales en langue française. Dans cette lettre, le plaignant rappelait au CRTC que le gouvernement canadien avait accepté plusieurs recommandations de la Commission royale d'enquête sur le bilinguisme et le biculturalisme, entre autres la recommandation 14 du Livre V voulant que le Conseil accorde la priorité au principe de l'égalité linguistique dans la région de la capitale fédérale lors de l'octroi de nouveaux permis ou de renouvellement de permis de radio. Or, le plaignant se demandait s'il existait véritablement une égalité linguistique en ce qui concerne les postes de radiodiffusion de la région Ottawa-Hull et si ce principe

Carte postale unilingue française en-
voyée à un anglophone.

Ottawa

2690

DOSSIER N° LIEU NATURE DE LA PLAINTE RÉSULTAT

PLAINTES

COMMISSION DE SURVEILLANCE DES PRODUITS ALIMEN-
TAIRES

plaignant.

La Commission a accepté cette recommandation et a rencontré le de l'anglais ne jouerait pas contre lui.

bilité d'assigner à ce dernier un poste où sa connaissance impartait le Commissaire lui a recommandé d'examiner avec le plaignant la possi- d'avoir été mis de côté pour des raisons d'ordre linguistique ou ethnique, Après avoir expliqué à la Commission la conviction du plaignant tâches, mais ce dernier prétendrait travailler dans le même domaine.

Elle avait cependant étudié la possibilité d'affecter le plaignant à d'autres exigences linguistiques et technologiques du poste qu'on lui avait confié. La Commission a répondu que le plaignant ne répondait pas aux sous prétexte qu'il ne parlait pas assez bien l'anglais.

fait griet à la Commission d'énergie du nord canadien de l'avoir congédié Un francophone employé à une usine d'électricité à Yellowknife

Dossier n° 1340—A Yellowknife

PLAINTES

COMMISSION D'ÉNERGIE DU NORD CANADIEN

Lettre en anglais en réponse à une com-
munication en français.

Winnipeg

2851

DOSSIER N° LIEU NATURE DE LA PLAINTE RÉSULTAT

vraient être fournies automatiquement en français aux francophones et de les recevoir dans l'autre langue. Il a indiqué à la Commission qu'il ferait état de la réponse défavorable qu'il avait reçue dans son rapport.

Dossier n° 1304—« La semence dans les épines »

Un francophone de l'Alberta reproche à la Commission canadienne du blé de lui avoir envoyé deux brochures unilingues anglaises : « A Report to producers on the 1971-72 Crop Year, challenge and change » — « Grain Handling and Transportation, Studies in Progress ».

La Commission canadienne du blé a fait savoir au Commissaire qu'elle n'avait publié que la première brochure et que la deuxième était une publication autorisée par le gouvernement du Canada. Ces deux publications, a-t-elle précisé, étaient destinées aux 180 000 ou 190 000 fermiers de l'Ouest canadien dont seulement quelques milliers résident dans les futurs districts bilingues. Compte tenu de ce fait, elle ne voyait pas la nécessité de publier des brochures de ce genre dans les deux langues officielles.

Le Commissaire a rappelé à la Commission canadienne du blé que la parution de la deuxième brochure la regardait dans une certaine mesure puisqu'il s'agissait d'une publication autorisée par le ministre responsable de la Commission.

D'autre part, le Commissaire a précisé qu'en vertu de l'article 9 de la Loi sur les langues officielles, la Commission devait fournir des services dans les deux langues officielles dans la région de la capitale nationale, à son siège social (Winnipeg), dans les districts bilingues fédéraux (lorsqu'ils seront établis) ainsi que dans tous les autres endroits où une demande importante les justifie. Par conséquent, le Commissaire a recommandé que toutes les brochures destinées au public, qui sont publiées par la Commission ou encore préparées par la Commission et dont la publication est autorisée par le ministre responsable de cet organisme, paraissent dans les deux langues officielles.

Quoique la Commission n'ait pas été complètement d'accord avec le Commissaire quant à l'interprétation de la Loi sur les langues officielles, elle a décidé d'insérer dans les publications de ce genre un encart en français indiquant qu'une traduction française était disponible sur demande.

Le Commissaire a fait savoir à la Commission que cette nouvelle procédure, même si elle représentait une amélioration, ne saurait satisfaire aux exigences de la Loi. Il était d'avis que de telles publications de-

tionnel, et que, une fois adoptées les modifications voulues, la Commission canadienne des transports établisse et exécute un plan d'installation desdits panneaux.

Dans sa réponse, la CCT a rapporté que la question avait été portée à l'attention du Comité des transports par chemin de fer, qui l'étudierait dans le contexte des recommandations du Commissaire se fondant sur les paragraphes (1) et (2) de l'article 31 de la Loi sur les langues officielles. Elle a en outre précisé que sa proposition prévoyait le remplacement des panneaux actuels par des indications symboliques dès que la modification de l'article 207 de la Loi sur les chemins de fer le permettrait.

Dossier n° 2267—Exigences linguistiques

Un francophone fait remarquer au Commissaire que les exigences linguistiques de l'avis de concours n° 73—CTC—CC—19 pour un poste de secrétaire-adjoint au bureau du Secrétaire de la Commission de- vraient comprendre également la connaissance du français. En effet, les fonctions de ce poste visent essentiellement à assurer les relations entre le public et la Commission.

La Commission a admis que le bureau du Secrétaire avait affaire au public. Elle a ajouté que le secrétaire avait suivi des cours de langue et était bilingue. Le poste de secrétaire-adjoint serait identifié comme bilingue ultérieurement. D'autre part, deux candidats bilingues s'étaient présentés à ce concours même si le poste n'était pas bilingue et la Commission était d'avis que la désignation du poste comme bilingue n'aurait rien changé au nombre ni à la nature des candidatures.

Le Commissaire a indiqué à la Commission que le poste aurait dû être identifié comme bilingue avant la publication de l'avis de concours puisqu'il était alors acquis que les fonctions comportaient des services au public. Étant donné les responsabilités du Conseil du trésor en cette matière, le Commissaire lui a transmis les copies de la correspondance échangée avec la Commission à ce sujet.

La Commission a décidé d'annuler ce concours. Le poste, identifié comme bilingue, devait être comblé à la suite d'un autre concours.

indicateurs comportant soit un texte bilingue, soit un symbole conven- sent être installés à proximité de tout passage à niveau des panneaux- fier l'article 207 de la Loi sur les chemins de fer, de façon que puis- langues officielles, toutes mesures utiles soient prises afin de faire modi- au vu des paragraphes (1) et (2) de l'article 31 de la Loi sur les diffié son point de vue et recommandé que :

Après plus amples discussions avec la CCT, le Commissaire a mo- compte avant tout du facteur sécurité.

missaire a souhaité que toute modification de la signalisation tienne les provinces. Malgré son désir de voir le bon usage respecté, le Com- cette conversion ne pourrait être entreprise qu'en consultation avec ment de passer des textes aux symboles dans sa signalisation. Toutefois, La CCT a fait savoir au Commissaire qu'elle envisageait sérieuse-

saient.

Il a donc recommandé que soient prises les mesures qui s'impo- gues officielles, être bilingue.

Le CN devrait, conformément à l'article 10 (1) de la Loi sur les lan- indiquant l'intersection d'une route et d'une voie ferrée utilisée par le Commissaire était d'avis que la totalité des panneaux de signalisation trait sur le bilinguisme des panneaux dans la seule province de Québec, Pour ce qui était de la deuxième partie de la plainte, celle qui por-

comme français.

siderait pas l'expression « TRAVERSE DE CHEMIN DE FER » substituer au texte des panneaux. Le Commissaire, quant à lui, ne con- symboles dont elle étudiait alors l'utilisation ne viendraient pas se anglaise « RAILWAY CROSSING » et de l'employer tant que les ports se devait de trouver un équivalent convenable à l'expression lèges du français et de l'anglais, la Commission canadienne des trans- langues officielles, qui a traité l'égalité de statut, de droits et de privi- De toute manière, tenue de respecter l'article 2 de la Loi sur les

sens qui lui avait en l'occurrence été assigné.

À NIVEAU » en se référant à un certain nombre de lexicographe et le en précisant qu'aucun dictionnaire ne donne à « TRAVERSE » le

Le Commissaire a justifié l'emploi de l'expression « PASSAGE

entreprises y satisfont.

des passages à niveau dans le Québec et la Commission estime que les sitions de ce paragraphe de la loi en ce qui concerne la signalisation compagnies ferroviaires comptables à la CCT de respecter les dispo- désignée. À l'heure actuelle, l'Ordonnance générale n° E-4 impose aux limitée du point de vue géographique à la seule province nommément effet que si l'obligation est en principe absolue, l'application est, elle, graphe 2 de l'article 207 de la Loi sur les chemins de fer révèle en bilingues ailleurs que dans le Québec. Un examen minutieux du para-

(23) que la Commission, en mettant en œuvre les recommandations qui précèdent, maintienne une liaison étroite avec les syndicats et/ou les associations qui représentent son personnel.

PLAINTES

Dossier n° 1824 — « Traverse de chemin de fer »

Un francophone s'élève contre l'expression « TRAVERSE DE CHEMIN DE FER », qui figure sur les panneaux de signalisation indiquant les passages à niveau et qu'il considère comme un barbarisme. Il proteste en outre contre le fait que cette signalisation ne soit bilingue que dans la province de Québec.

La Commission canadienne des transports (CCT) a fait au Commissaire l'historique des règlements relatifs aux passages à niveau et un bref exposé de l'évolution de la version française des articles de la Loi sur les chemins de fer depuis 1888, afin de démontrer que l'expression incriminée, « TRAVERSE DE CHEMIN DE FER », est tirée d'une loi du Parlement fédéral et que c'est sans nul doute pour cette raison que l'actuelle Commission, comme du reste les organismes qui l'ont précédée, l'a admise comme texte des panneaux indicateurs. Elle ajoutait toutefois que l'expression « PASSAGE À NIVEAU » était citée dans le texte actuel de la loi comme équivalent de l'expression anglaise « RAILWAY CROSSING ».

La CCT se posait néanmoins la question de savoir si, eu égard à l'ancienneté de l'expression « TRAVERSE DE CHEMIN DE FER » et au fait qu'elle est bien comprise, les avantages l'emportaient véritablement sur les risques de confusion que son remplacement pourrait entraîner. Elle précisait que c'était en raison de ses graves responsabilités en matière de sécurité du réseau ferré qu'elle soulevait cette importante question.

La CCT a d'autre part signalé avoir remarqué que l'on tendait de plus en plus à substituer des symboles aux textes des panneaux indicateurs. Elle ne pouvait préciser à quelle date la signalisation des passages à niveau pourrait éventuellement être stylisée, mais notait que la question était à l'étude et que, dans la mesure où elle pourrait être persuadée que l'emploi d'idéogrammes ne compromettrait nullement la sécurité, elle en encouragerait l'utilisation et, dans les circonstances voulues, contribuerait financièrement à l'opération.

En ce qui concerne la seconde partie de la plainte, celle qui portait sur le bilinguisme des panneaux dans la seule province de Québec, la Commission n'était pas certaine d'avoir autorité pour mettre les compagnies ferroviaires en demeure d'installer à leurs frais des panneaux

- (14) que, dès que sa politique de bilinguisme (objet des recommandations 1 et 2) sera mise au point, la Commission émette des directives concernant toutes les communications (écrites et orales) au siège, aux bureaux régionaux, entre bureaux régionaux, entre les bureaux régionaux et le siège, pour s'assurer que, en règle générale, l'auteur d'une communication interne peut utiliser dans celle-ci l'une ou l'autre langue officielle;
- (15) que la Commission prenne immédiatement toutes dispositions nécessaires pour encourager l'utilisation du français dans les communications (écrites et orales) dans les deux sens entre le bureau régional de Montréal et le siège à Ottawa; et qu'elle adopte la même attitude dans ses rapports avec, au moins, les ministères provinciaux du Québec et toute entreprise de langue française du secteur privé;
- (16) que la Commission adopte immédiatement toute mesure nécessaire pour s'assurer que les communications à caractère général qui s'adressent à son personnel sont dorénavant distribuées simultanément dans les deux langues officielles, de préférence en un seul document;
- (17) que le journal (Newsletter) de la Commission, puisqu'il s'adresse à l'ensemble du personnel de la Commission, paraisse désormais sous forme bilingue;
- (18) que la Commission développe son programme avec les institutions de langue française, en vue de recruter du personnel compétent d'expression française sur une échelle qui lui permettra d'assurer le statut égal du français et de l'anglais comme langues des communications internes;
- (19) que la Commission utilise dorénavant toutes les ressources disponibles (universités, centres de documentation, ministères provinciaux et fédéraux, organismes internationaux, et secteur privé) afin de fournir à son personnel les instruments de travail en français qui lui donneront une occasion égale de travailler dans l'une ou l'autre langue officielle;
- (20) que, d'ici le 1^{er} juin 1975, la Commission
- a) évalue l'efficacité des cours de formation de langue seconde en ce qui concerne leur incidence sur la qualité et l'emploi du français et de l'anglais comme langues des communications internes, et que,
- b) compte tenu du résultat de cette évaluation, elle mette sur pied au besoin, et éventuellement de concert avec le ministère des Transports, le ministère des Communications ou tout autre ministère ou organisme fédéral, un cours de perfectionnement adapté aux besoins techniques et professionnels particuliers de la Commission, visant principalement à augmenter la compréhension orale et écrite de la langue seconde;
- (21) que la Commission crée des cellules de langue française, surtout dans le domaine de la recherche, afin de donner à ses employés une occasion égale de réaliser des travaux de recherche et de rédiger des rapports de recherche dans la langue de leur choix;
- (22) que la mise en œuvre des recommandations du présent rapport ne nuise ni à la sécurité d'emploi, ni aux possibilités de carrière du personnel de la Commission;

(écrite et orale) destinée au public peut effectivement se faire dans les deux langues officielles;

(9) que la Commission émette immédiatement des directives pour s'assurer que :

a) on identifie la Commission dans les deux langues au téléphone;

b) il y a toujours quelqu'un de disponible pour répondre dans la langue de l'interlocuteur;

c) la personne qui répond au téléphone, si elle ne parle pas la langue de l'interlocuteur, sait au moins quelques phrases faites dans la langue de celui-ci pour indiquer qu'un autre employé, capable d'assurer le service dans la langue appropriée, va prendre l'appel;

(10) que la Commission s'assure que, d'ici le 1^{er} avril 1975 :

a) tous les formulaires tels que demandes de permis d'exploitation, demandes de subvention ou dépôt de droits et de tarifs, mis à la disposition du public, sont dans les deux langues, de préférence en un seul et même document;

b) à tous ses bureaux, et en particulier au bureau régional d'Ottawa, toutes les cartes de visite et autres signes d'identification (tampons, panneaux, etc.) sont dans les deux langues;

c) toutes ses publications, à l'exclusion des actes juridiques, mises à la disposition du public, soit directement par elle-même, soit à son compte par Information Canada, le sont simultanément dans les deux langues officielles;

d) en ce qui concerne les points a), b) et c) de cette recommandation, on respecte la qualité des deux langues et on leur accorde une importance égale;

(11) que la Commission s'assure que, dorénavant, dans tous les avis d'audience, on indique au public, aux intervenants et aux parties intéressées que :

a) il est possible de présenter tous documents et toutes pièces soit en anglais, soit en français;

b) il est possible de soumettre (oralement ou par écrit) des preuves à l'appui soit en anglais, soit en français;

c) tous les témoins peuvent déposer soit en anglais, soit en français;

d) il est possible d'intervenir dans tous les cas soit en anglais, soit en français;

e) toutes les audiences peuvent se dérouler soit en anglais, soit en français;

(12) que la Commission fournisse des services d'interprétation simultanée dans les deux sens (anglais-français, français-anglais) pendant la durée de toutes les audiences partout au Canada, de manière à

a) éviter de prévoir ou de déterminer la composition linguistique du public qui assiste aux audiences;

b) répondre à toute demande éventuelle de tels services de la part du public, des intervenants et des parties intéressées évitant ainsi d'éventuelles plaintes;

c) accorder un statut égal aux deux langues;

(13) que, afin de s'assurer que la traduction des rapports d'études dans l'une ou l'autre langue officielle est de qualité comparable à l'original et se fait dans des délais raisonnables, la Commission cherche immédiatement, de concert avec le Bureau des traductions du Secrétariat d'État, des solutions efficaces à ce sujet;

mesures pour favoriser la formation d'un personnel francophone ou bilingue spécialisé dans certaines disciplines, mais les résultats ne se feront certes pas sentir immédiatement. Enfin, même la formation linguistique des employés unilingues compétents ne répond pas aux besoins de la Commission.

Compte tenu des mesures adoptées par la Commission pour se conformer à la Loi sur les langues officielles, de ses réalisations jusqu'à ce jour, et des constatations dont fait état l'étude, le Commissaire a recommandé :

(1) que la Commission élabore, d'ici de 1^{er} avril 1975, une politique générale, en vue de se conformer pleinement à la lettre et à l'esprit de la *Loi sur les langues officielles*, et à l'intention du législateur;

(2) que cette politique dépasse les dispositions énoncées dans la règle générale 293, et qu'elle tienne pleinement compte de toutes les exigences de la *Loi sur les langues officielles* en ce qui concerne le statut du français et de l'anglais comme langues de service et comme langues de communications internes;

(3) que la Commission désigne un coordonnateur permanent du bilinguisme chargé de concevoir sa politique, de la mettre en œuvre et d'en contrôler les résultats; que cette personne soit également chargée de l'application et du contrôle des recommandations du présent rapport;

(4) que cette personne soit nommée à un niveau qui lui permette d'assurer la mise en œuvre des programmes de la Commission et des recommandations du Commissaire dans tout l'organisme, et d'établir un dispositif permettant la rétroaction et la prise de mesures correctives;

(5) que la Commission élabore et exécute immédiatement un programme d'information en vue de mettre ses employés au courant des droits et des obligations qui découlent de l'application de la *Loi sur les langues officielles*, et des mesures administratives que la Commission prend pour se conformer à cette loi;

(6) que la Commission informe immédiatement son public (aux niveaux fédéral, provincial, municipal et du secteur privé) de sa capacité de communiquer avec lui dans les deux langues officielles;

(7) que, indépendamment de la façon dont les postes ont été identifiés et désignés, la Commission s'assure que les exigences de la *Loi sur les langues officielles* sont pleinement respectées, et que les connaissances linguistiques des titulaires des postes, surtout ceux des cadres, répondent aux conditions réelles de travail et aux besoins du public et du personnel de la Commission;

L'USAGE DU FRANÇAIS ET DE L'ANGLAIS COMME LANGUE DE SERVICE

(8) que, afin d'être perçue par son public comme une institution fédérale bilingue, et de répondre en toutes circonstances à la demande de service bilingue, la Commission s'assure immédiatement que toute communication

en veillant au fonctionnement harmonieux et efficace des télécommunications et des divers modes de transport au Canada, respectait les exigences de la Loi sur les langues officielles.

Dès l'automne 1969, peu après la promulgation de la Loi sur les langues officielles, la Commission prenait des mesures propres à assurer au public des services bilingues. Ainsi, la langue de la correspondance est celle des destinataires. Les documents officiels émis par la Commission, comme les ordonnances, décisions, jugements, avis et permis, sont diffusés dans les deux langues. De même, on utilise généralement les deux langues pour les en-têtes de papier à lettre, les cartes de visite, les indications dans les annuaires de téléphone et les enseignes. Enfin, le rapport annuel et les documents émanant des divers comités qui font partie de la Commission paraissent également dans les deux langues officielles.

Il existe cependant des lacunes. La quasi-totalité des rapports d'études sont rédigés en anglais, et seulement environ le septième a été traduit en français. Quant aux communications orales, le personnel de la Commission n'offre pas automatiquement ses services dans les deux langues au téléphone; de leur côté, les secrétaires-réceptionnistes ne sont pas toutes en mesure de répondre à leur public en français. Enfin, l'interprétation simultanée n'est pas toujours prévue aux audiences publiques tenues par les comités.

La Commission n'avait pas informé ses employés qu'ils pouvaient travailler dans la langue de leur choix. De toute façon, une telle liberté n'aurait guère, dans l'immédiat, que des conséquences négatives. Les raisons sont multiples. D'abord, la plupart des instruments de travail n'existent qu'en anglais, situation due en partie au fait que certains documents proviennent du secteur privé (des États-Unis, en particulier). Ensuite, tant pour les communications orales qu'écrites, l'anglais domine partout à la Commission, que se soit au sein d'un même service, entre les services, entre les services et la direction, ou entre les employés individuels. Cette prépondérance de l'anglais, qui est difficile à concilier avec l'égalité de statut accordée aux deux langues par la Loi, peut s'expliquer par un certain concours de circonstances. D'abord, il convient de noter que la haute direction et les cadres en général sont formés surtout d'anglophones unilingues. Deux des 14 commissaires anglophones sont bilingues; les deux commissaires francophones sont bilingues. De plus, il y a peu ou pas d'employés francophones ou bilingues dans les catégories d'emploi dites « Scientifique et professionnelle » et « Technique ». Les bilingues, assez nombreux d'ailleurs, sont surtout des employés dont la langue maternelle est le français et se trouvent concentrés dans d'autres catégories. Sans doute la Commission a-t-elle mis sur pied un programme destiné à remédier à l'absence de documentation française et pris des

Cette étude spéciale de la Commission canadienne des transports a porté à la fois sur la langue de service et certains éléments de la langue de travail. Entre le 19 décembre 1973 et le 3 mai 1974, les représentants du Commissaire ont effectué 27 visites, surtout au siège de l'organisme, mais également dans les bureaux régionaux d'Ottawa, Montréal et Moncton. Le but était d'examiner comment la Commission, tout

ETUDE SPÉCIALE

COMMISSION CANADIENNE DES TRANSPORTS

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
1976	Ottawa	Un vétéran anglophone prétend que les fonctionnaires francophones font preuve de partialité en rejetant son appel.
3237	Ottawa	Services téléphoniques en anglais seulement; Division des conseillers médicaux. Explications

PLAINTES

COMMISSION CANADIENNE DES PENSIONS

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
2225	Ottawa	Un représentant du Commissaire répond en anglais à des questions formulées en français lors d'une réunion.
2293	Moncton	Priorité accordée à la langue française sur les étiquettes. Non fondée

PLAINTES

COMMISSAIRE AUX LANGUES OFFICIELLES

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
2433	Ottawa	Inscriptions incomplètes en français dans l'annuaire téléphonique d'Ottawa-Hull. Mesures correctives

le titulaire par interim satisferait obligatoirement aux exigences linguistiques du poste.

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
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1908	Ottawa	Insuffisance d'employés bilingues: Direction des organisations non gouvernementales.	Explications
2029	Ottawa	Etat de fonctions en anglais remis à un francophone.	Explications
2133	Ottawa	Réceptionniste unilingue.	Mesures correctives
3005	Montréal	Préséance accordée à l'ACDI: une annonce parue dans <i>La Presse</i> .	Explications
3135	Ottawa	Une anglophone estime que le cours de français qu'elle a suivi ne lui permet pas d'écrite en français.	Service rendu

ARCHIVES PUBLIQUES

PLAINTES

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
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1917	Ottawa	Mention incorrecte sur un tampon français.	Mesures correctives
1981	Ottawa	Formules bilingues remplies en anglais adressées à un francophone et services en anglais seulement par une agence engagée à contrat.	Explications
2307	Ottawa	Sigle unilingue « OHMS » sur une cationnétique.	Mesures correctives
2421	Ottawa	Inter-titres de film en anglais seulement.	Explications
2712	Ottawa	Annuaire téléphonique publié uniquement en anglais.	Mesures correctives

BANQUE DU CANADA

PLAINTES

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
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2377	Ottawa	Le Français d'un dépliant-réclame d'obligations d'épargne est médiocre.	Retrait
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PLAINTES

Dossier n° 2104—Direction de l'Amérique latine

Un francophone d'Ottawa s'interroge sur le fait qu'à la Direction de l'Amérique latine, unité de langue française, le poste de chef de la planification soit occupé par un unilingue anglais.

L'Agence a répondu au Commissaire que la Direction de l'Amérique latine venait d'être déclarée « unité de langue française » et que jusqu'alors les postes de cette direction étaient occupés principalement par des titulaires anglophones. Ce changement impliquait donc une implantation progressive de l'usage de la langue française. Déjà cette direction exigeait, des candidats postulant un poste, la connaissance du français et de l'espagnol ou du portugais selon le cas, pour fin de sélection du personnel. Des cours intensifs de langue française étaient offerts aux anglophones, toutes les notes de service à usage interne étaient rédigées en français et tous les textes français à destination externe étaient préalablement révisés.

De plus l'Agence a déclaré ajouter à cela la mise en œuvre des processus d'identification et de désignation des postes bilingues. Le poste de chef de la planification au sein de la Direction de l'Amérique latine venait d'être identifié comme bilingue au sens des directives du Conseil du trésor. L'Agence a souligné que le chef de la planification n'était donc pas encore strictement tenu d'être bilingue et elle a assuré le Commissaire qu'avant l'échéance prévue par les directives relatives à la désignation des postes bilingues le titulaire de ce poste répondrait aux exigences linguistiques requises.

En soulignant l'impossibilité pour une unité de langue française de fonctionner comme il se doit si les membres qui la composent ne peuvent communiquer en français avec leurs supérieurs, le Commissaire a recommandé que dans les plus brefs délais :

- 1) le poste de chef de la planification soit désigné comme bilingue;
- 2) le titulaire de poste soit envoyé en stage de formation linguistique;
- 3) le remplaçant du titulaire soit en mesure de satisfaire aux exigences linguistiques du poste.

L'Agence a répondu en décembre 1973 que le poste identifié comme bilingue serait désigné le 31 mars 1975, que le titulaire du poste commencerait sous peu un stage de formation linguistique et que

officielle de son choix ou encore d'incorporer cette formule à des questionnaires ou autres documents tel que l'avait fait la Commission d'assurance-chômage. Ces formules devraient, évidemment, répondre aux besoins du ministère.

Pour donner suite à ces précisions le sous-ministre a indiqué au Commissaire que le ministère était disposé à respecter sa seconde recommandation, laquelle ferait l'objet d'une discussion avec les autres organismes du ministère, soit la Commission canadienne des pensions, la Commission des allocations aux anciens combattants, le Bureau des services juridiques des pensions et le Conseil de révision des pensions.

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
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2033	Ottawa	Insignes militaires comportant des mots anglais utilisés pour des annonces dans un journal de langue française.	Explications
2179	Sainte-Anne de Bellevue (Québec)	Bulletin en anglais seulement annonçant la visite du ministre.	Explications
2232	Ottawa	La plaignante ne réussit pas un examen d'anglais.	Retrait
2406	Sainte-Anne de Bellevue (Québec)	Affichage en français seulement à trois occasions.	Mesures correctives
2701	Montréal	L'hôpital Reine-Marie: délais de traduction, textes de consultations.	Explications
2789	Sainte-Anne de Bellevue (Québec)	Instructions données uniquement en français aux hauts-parleurs.	Explications
3014	Ottawa	On défendrait aux gardes-malades de parler français : Foyer Rideau.	Non fondée
3267	Ottawa	Lettre adressée en anglais à des francophones.	Explications

AFFAIRES URBAINES

PLAINTES

DOSSIER N°	LIEU	NATURE DE LA PLAINTE	RÉSULTAT
2200	Montréal	Un francophone reçoit à deux reprises des brochures unilingues anglaises.	Mesures correctives
2659	Vanier	Un poste devrait être désigné bilingue.	Explications

Le sous-ministre a affirmé qu'en principe il répondait à ses correspondants dans la langue officielle employée par ceux-ci. Lorsqu'un correspondant utilisait l'une et l'autre langue, le ministère se croyait en droit de faire de même, ce qui expliquait pourquoi il avait écrit en anglais à l'ancien combattant. Si, pourtant, quelqu'un indiquait clairement qu'il désirait être servi dans une des deux langues officielles, le ministère respectait ce choix. Selon le directeur du Bien-être des anciens combattants au bureau d'Edmonton, cette politique avait été appliquée à ce bureau.

Le Commissaire a signalé au ministère que la responsabilité d'assurer le service dans les deux langues officielles incombat aux institutions du gouvernement du Canada tandis que le choix d'employer l'une ou l'autre langue officielle appartenait au public.

Dans le cas présent, de l'avis du Commissaire, l'ancien combattant, par sa réponse rédigée en français, avait indiqué au ministère qu'il désirait correspondre dans cette langue.

Le Commissaire a donc recommandé au ministère :

- 1) d'utiliser la langue officielle de ses correspondants lorsque celle-ci était connue, et
- 2) d'indiquer qu'il était disposé à employer la langue officielle préférée de ses correspondants dans les autres cas.

Le sous-ministre a répondu au Commissaire que la première recommandation allait dans le sens de la politique établie depuis longtemps au ministère. Il ne pouvait affirmer, cependant, que cette politique avait toujours été appliquée, surtout dans les régions de l'Ouest canadien, mais que le ministère tentait d'y remédier par son programme de recrutement de fonctionnaires bilingues et de formation linguistique. Le sous-ministre a cependant demandé au Commissaire d'élaborer sa seconde recommandation. Ce dernier a exprimé l'avis qu'il ne croyait pas que l'emploi d'un papier à lettre à en-tête bilingue indiquait un désir implicite, de la part du ministre, de correspondre dans l'une ou l'autre langue officielle. Se référant à son *Premier rapport annuel* (page 26) le Commissaire a signalé au ministre qu'en règle générale, le fait qu'une personne portait un nom à consonance française constituait une présomption suffisamment forte pour inciter le ministre à utiliser le français. Il a suggéré au ministre d'employer une carte-formule sur laquelle le correspondant pourrait indiquer la langue

Le ministère a informé le Commissaire qu'il avait envoyé une première lettre en anglais à l'ancien combattant à laquelle celui-ci avait effectivement répondu en français par l'entremise d'un tiers. Plus tard, comme l'ancien combattant avait lui-même écrit en anglais, le ministère lui avait répondu en anglais.

l'institution des formules et des manuels et des directives dans les deux langues officielles.

Le ministère a répondu qu'il avait, depuis quelques années, mis sur pied un programme de révision, de refonte et de traduction ayant pour but d'établir un répertoire complet de formules bilingues ou disponibles en français et en anglais. La priorité était accordée aux formules réservées à l'usage du public. Cette étape franchie, on s'occupe-rait des formules à usage interne.

La Commission des allocations aux anciens combattants revoyait, pour sa part, toutes les formules ayant trait aux allocations de guerre pour les civils et les anciens combattants à la lumière des changements administratifs et des modifications législatives survenus depuis deux ans. Dix-neuf des trente-neuf documents en question étaient bilingues ou disponibles en français et en anglais mais suite à l'étude en cours un certain nombre de ces documents sera supprimé ou refondu.

La Codification de bureau, qui renferme des exemplaires des lois administratives du ministère et de ses agences ainsi que les règlements connexes, est bilingue ou publiée dans les deux versions. Auparavant, lorsque des modifications étaient apportées, la lettre d'accompagnement pour les deux versions était rédigée en anglais seulement. D'oresnavant, la langue de la lettre d'accompagnement sera celle du document. Le volume en dix chapitres du guide ministériel ayant trait aux allocations de guerre pour les civils et les anciens combattants est bilingue ainsi qu'un certain nombre d'autres volumes.

Puisque le Commissaire est d'avis que la traduction de manuels et de directives administratives à l'usage des employés fédéraux est un des éléments essentiels de l'implantation et de l'essor du français comme langue de travail dans la Fonction publique, il a recommandé au ministère de faire traduire le plus tôt possible les parties du guide ministériel qui sont unilingues et, en règle générale, de réduire au minimum les délais de traduction. Il a aussi recommandé qu'une vérification soit faite auprès des bureaux régionaux afin de s'assurer que la documentation susmentionnée soit toujours disponible dans les deux langues officielles.

Dossier n° 2550—Lettre en anglais

Un francophone de l'Alberta se plaint que le ministère des Affaires des anciens combattants correspond en anglais avec un ancien combattant. Ce dernier avait engagé le plaignant pour traduire cette correspondance et répondre au ministère en français.

Dossier n° 1159—L'hôpital Reine-Marie

Un francophone, membre de la Gendarmerie royale du Canada à Montréal, déclare qu'il n'a pu se faire servir en français à la « Clinique d'ophtalmologie » et au « Service des prothèses » de l'hôpital Reine-Marie à Montréal.

Le ministère des Affaires des anciens combattants de qui relève l'hôpital Reine-Marie a informé le Commissaire qu'à la clinique d'ophtalmologie, il y avait cinq médecins dont quatre parlaient couramment le français; le cinquième, selon le ministère, avait une connaissance partielle de cette langue. De plus, le ministère a affirmé qu'un service de traduction était en tout temps à la disposition des patients qui désiraient communiquer avec les médecins de l'hôpital qui n'étaient pas bilingues.

Quant au « Service des prothèses », le ministère a souligné que le préposé, quoique anglophone, était en mesure de communiquer avec les clients francophones dans un français compréhensible en ce qui concerne la fourniture de lunettes. Si des difficultés d'ordre linguistique se présentaient dans ce secteur, la direction de l'hôpital, selon le ministère, fournirait des services de traduction.

Vu que les relations « médecin-patient » sont confidentielles et très personnelles, le Commissaire a recommandé au ministère que tous les soins médicaux soient donnés automatiquement aux patients dans la langue officielle de leur choix par des médecins qui ont une bonne connaissance de cette langue. Quant aux autres services offerts par l'hôpital Reine-Marie, le Commissaire a recommandé que la composition et le déploiement du personnel des Divisions ou Services de cet hôpital soient tels qu'on puisse fournir en tout temps des services de qualité égale dans les deux langues officielles.

Le ministère a pris bonne note des recommandations du Commissaire et l'a assuré qu'il tenterait de recruter le plus grand nombre possible de médecins bilingues. Il a de plus souligné que tous les efforts étaient faits afin que chaque Division ou Service de cet hôpital ait le personnel requis pour fournir des services en français et en anglais en tout temps.

Dossier n° 1883—Des manuels en anglais

Un francophone fait grief au ministère des Affaires des anciens combattants de ne pas mettre à la disposition des fonctionnaires de

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
2438	Ottawa	Erreur dans le texte français d'un écri- teau sur un immeuble du gouvernement fédéral.
2500	Ottawa	Inscriptions inexactes dans l'annuaire téléphonique du gouvernement.
2570, 2591	Hull	Panneaux unilingues anglais lors d'une exposition artisanale organisée dans le mail de Place du Portage.
2709	Ottawa	Omission d'annoncer un concours spécial dans la presse locale française.
2951	Hull	Une société francophone reçoit une note de service en anglais.
3181	Toronto	Erreur dans le texte français d'un pan- neau.
		Mesures correctives
2360	Montréal	Une employée francophone doit subir un examen rédigé en anglais seule- ment. De plus, l'agent de personnel est unilingue anglais.
2824	Ottawa	Nom de l'Administration en anglais seulement dans une annonce dans <i>Le Droit</i> .
		Retrait

PLAINTES

ADMINISTRATION DE LA VOIE MARITIME DU
SAINT-LAURENT

D. *Les espoirs de la musique bilingue : dans l'euphonie ou la cacophonie ?*

Dans cette partie, nous livrerons telle quelle l'information dont nous disposons quant aux ministères et organismes au sujet desquels les données sont à ce point partielles qu'elles ne sauraient permettre un bilan équilibré de leur performance linguistique. Qu'on se rassure cependant; d'autres plaintes ou études spéciales leur donneront peut-être l'occasion de briller l'an prochain.

[illegible]

DOSSIER N° LIEU NATURE DE LA PLAINTE RESULTAT

Le ministère a reconnu le bien-fondé de la recommandation.

Le Commissaire a fait remarquer que, étant donné les circonstances, il n'était guère surprenant que certains résidents de langue anglaise aient reçu la documentation en français. Il a néanmoins recommandé au ministère de préparer en édition bilingue toutes les communications qu'il destinait à un large public lorsqu'il n'était pas en mesure de déterminer avec précision la langue officielle employée par chacun des intéressés.

Dans sa réponse, le ministre a dit regretter l'incident mais a expliqué qu'il devait être en partie mis au compte de la nécessité dans laquelle il s'était trouvé de se mettre en rapport avec 3 000 personnes dans des délais extrêmement brefs. Les offres et la correspondance y afférente avaient été imprimées dans les deux langues et adressées aux intéressés dans celle que l'on pensait être leur langue maternelle. Toutefois, le manque d'expérience de la main-d'œuvre occasionnelle engagée pour la circonstance avait abouti à quelques erreurs. Les agents du service d'information du chœur de Mirabel disposaient d'imprimés en anglais et en français et s'efforçaient de résoudre les difficultés portées à leur attention. Sur le chœur lui-même, tout était mis en œuvre pour servir le public dans la langue de son choix.

Un anglophone exproprié en raison de la construction de l'aéroport de Sainte-Scholastique se plaint d'avoir reçu du ministère une lettre et des formulaires en français. Il précise qu'un certain nombre de ses voisins de langue anglaise ont également reçu la documentation relative à leur dédommagement en français.

Dossier n° 3029—Lettre en français à un anglophone

faire connaître.
Le Commissaire a en outre signalé au ministre que, puisque la plainte avait donné lieu à une recommandation, il ferait, conformément à l'article 21 de la Loi sur les langues officielles, connaître son point de vue et ses raisons au greffier du Conseil privé.

les programmes de langue de certaines régions ». Le Commissaire a répondu qu'il attachait la même importance à toutes les plaintes, que tout le portait à penser que nombre de plaintes anonymes émanaient d'agents des administrations mises en cause et qu'il ne pensait pas anormal que ces plaignants choisissent de ne pas se

avait choisi l'anonymat. Il ajoutait : « en ce qui concerne votre remarque, sachez que nous suivrons les instructions que nous a données la Commission de la fonction publique, mais que contrairement à vous, nous ne voyons pas l'utilité de faire imprimer des avis de concours bilingues dans tout le Canada. Les modalités administratives occasionnent déjà des retards dans la dotation des postes; l'imposition d'obligations de ce genre ne pourrait qu'avoir des conséquences néfastes sur les programmes de langue de certaines régions ».

défaut, prennent ses dispositions pour que, à tout moment, on puisse directement ou indirectement, répondre aux appels et questions dans les deux langues officielles.

Le ministère a rappelé qu'un réexamen de la structure, du personnel et de la capacité linguistique du Bureau du commissaire fédéral des incendies était en cours et précisé qu'il ferait tout pour respecter l'échéance du 31 décembre 1974, fixée par le Commissaire comme date à partir de laquelle les appels devraient pouvoir être pris dans les deux langues.

Dossier n° 2968—Avis de concours unilingue

Le Commissaire reçoit d'un francophone de North Bay un exemplaire d'un avis annonçant uniquement en anglais la mise au concours d'un poste exigeant la connaissance des deux langues officielles. Le correspondant se demande pourquoi l'affiche n'est pas bilingue.

Le Commissaire a appris que l'avis de concours en question avait été préparé par le bureau du ministère des Travaux publics de Toronto et envoyé au Centre de main-d'œuvre du Canada de North Bay à titre d'indication des grandes lignes à suivre en matière de recrutement, et non pour y être affiché publiquement, ce qui semblait d'ailleurs ne pas avoir été le cas. Le ministère a d'autre part souligné que le candidat retenu était de langue maternelle française.

La plainte étant anonyme, le Commissaire, désireux de clarifier la situation, a demandé au ministère un certain nombre de précisions quant à la procédure suivie pour mettre à la disposition des centres de main-d'œuvre l'information et les descriptions de fonctions qui leur servent à sélectionner les candidatures à porter à l'attention du ministère lui-même.

Etant donné que le poste exigeait « la connaissance des deux langues » mais que « les candidatures unilingues seraient également considérées », le Commissaire estimait nécessaire que cette information soit communiquée aux intéressés dans leur langue, qu'il s'agisse de fonctionnaires ou autres personnes à la recherche d'un emploi ou de conseillers en main-d'œuvre.

En conséquence, le Commissaire a recommandé qu'en toutes circonstances et quel que soit le poste, tout avis ou circulaire contenant des renseignements relatifs à un emploi soit publié en édition bilingue. Le ministère a fait savoir qu'il se demandait s'il était bien utile de consacrer autant de temps à une plainte émanant d'une personne qui

2) que les téléphonistes unilingues d'expression anglaise passent automatiquement les appels en français à une collègue ayant une bonne connaissance de cette langue, après en avoir averti le correspondant par un simple : « Un instant, s'il vous plaît » ;

3) que les préposées au téléphone évitent de parler anglais à leurs correspondants francophones, étant donné qu'on doit, en principe, automatiquement répondre aux appels dans la langue de l'interlocuteur ;

4) qu'en toutes circonstances la période d'attente soit réduite au minimum.

Le ministère a fait ressortir l'inexactitude des termes « standardistes » et « téléphonistes », en précisant qu'il s'agissait en l'occurrence de secrétaires et autres employés de bureau chargés, entre autres tâches, de répondre au téléphone. « De toute évidence, les standardistes, qui sont, de par leurs fonctions, en contact permanent avec le public doivent, elles, être bilingues ». Au demeurant, le Bureau du Commissaire fédéral des incendies ne disposait pas d'un personnel lui permettant de satisfaire aux exigences de la Loi ; une étude exhaustive de la structure et du fonctionnement de l'organisme tout juste terminée le confirmait. Une décision serait prise au sujet des recommandations pronant la réorganisation de l'organisme lorsque celles-ci seraient examinées, en septembre ou octobre 1974. Dans l'interval, « le Commissaire fédéral des incendies [ferait] le maximum pour que les services soient offerts dans les deux langues, mais il [fallait] s'attendre à ce que certaines difficultés subsistent pendant quelques temps ».

Dans sa réponse, le Commissaire a commencé par attirer l'attention du ministère sur la contradiction qui semblait exister entre son avis que le Bureau du Commissaire fédéral des incendies ne disposait pas d'un personnel lui permettant de satisfaire aux exigences de la Loi sur les langues officielles et ses déclarations antérieures, selon lesquelles ce même organisme employait un personnel capable de passer les communications en français et, au siège, « de prendre les appels et de répondre aux questions dans les deux langues officielles ». Il a ensuite fait ressortir que l'important n'était pas la personnalité de l'agent qui répondait au téléphone, mais bien la capacité d'y répondre dans les deux langues. Or, comme le ministère lui avait fait savoir qu'en général on répondait aux appels en anglais, il ne pouvait que réitérer ses quatre recommandations antérieures et même y ajouter une cinquième, à savoir : que le ministère fasse en sorte que, d'ici le 31 décembre 1974, les réceptionnistes et téléphonistes occupant les postes clés dans les services du Commissaire fédéral des incendies soient bilingues ou, à

que l'on cherchait pour le combler suggéraient que le titulaire aurait des contacts avec le personnel de la région du Québec dans l'exercice de ses fonctions de surveillance. Il devrait donc pouvoir communiquer avec les subalternes francophones dans la langue de leur choix. Le Commissaire a donc fait les recommandations suivantes :

1) que le ministère des Travaux publics reconsidère la question des exigences linguistiques du poste de sous-ministre adjoint (Immobiliers) afin de respecter la lettre et l'esprit de la Loi sur les langues officielles, ainsi que l'intention du législateur; et

2) que soient publiés un nouvel avis et une nouvelle annonce de concours annulant et remplaçant l'annonce qui a fait l'objet de la plainte et indiquant que la connaissance des deux langues officielles est une condition essentielle à remplir.

Le ministère a répondu plusieurs semaines après en disant que les recommandations du Commissaire auraient été difficilement acceptables, mais que la question ne présentait plus qu'un intérêt théorique puisque, dans l'interalle, un candidat parfaitement bilingue avait été nommé au poste. Le Commissaire a poussé le point un peu plus loin en soulignant que le poste comme tel devrait être désigné comme poste bilingue pour éviter toute équivoque concernant les exigences linguistiques lors des futurs concours.

De toute manière, la circulaire n° 1973-88 du Conseil du trésor, publiée par la suite (juin 1973), a précisé que tous les postes de la catégorie de la direction devaient être déclarés bilingues.

Dossier n° 2730—Commissaire fédéral des incendies

Un francophone prétend avoir appelé le Bureau du Commissaire fédéral des incendies à trois numéros différents et s'être, chaque fois, fait répondre en anglais.

Le ministère a fait savoir que le Bureau du Commissaire fédéral des incendies disposait d'un personnel « capable de prendre les appels et de répondre aux questions dans les deux langues officielles », en précisant qu'on répondait en général aux appels en anglais.

Le Commissaire a fait remarquer au ministère que c'était précisément la l'objet de la plainte : on n'avait répondu qu'en anglais aux appels de son correspondant, à qui on avait, ce faisant, dénié le droit de se faire servir dans la langue de son choix. Le Commissaire a recommandé :

1) que lorsqu'elles répondent aux appels, les standardistes présentent le Bureau du Commissaire fédéral des incendies comme en anglais;

Le Commissaire a indiqué au ministre qu'il lui incomberait de faire des recommandations menant à l'instauration du bilinguisme institutionnel dans la mesure nécessaire pour offrir au public des services dans les deux langues officielles dans la région de la capitale nationale et partout ailleurs où la chose était possible et justifiée par une demande importante. En outre, l'article 2 de la Loi portait sur la langue de travail des fonctionnaires fédéraux, et la description du poste et celle du cadre

Commission de la fonction publique. Les exigences linguistiques du poste avait été laissée à la discrétion de la Commission. Selon le ministre, l'annonce des aux candidats anglophones unilingues, mais que le concours était ouvert d'accepter des candidats des deux groupes linguistiques, que le bilinguisme était une qualité souhaitable, tout le pays. Il avait informé la Commission qu'il serait heureux de la fonction publique d'annoncer la vacance de ce poste dans restées vaines et le ministre avait donc demandé à la Commission afin d'équilibrer son équipe de cadres supérieurs. Ces recherches étaient francophone du Québec un sous-ministre adjoint bilingue pour ce poste la fonction publique, il s'était évertué à trouver dans la collectivité Le ministre a déclaré qu'en collaboration avec la Commission de

Une dame bilingue dont le nom est anglais se plaint d'une annonce de poste de sous-ministre adjoint (Immobiliers) vacant au ministre des Travaux publics. L'annonce indiquait qu'il était essentiel de connaître l'anglais, mais ne faisait pas mention du français. Cette dame pense que cela est contraire à la politique linguistique du gouvernement et, probablement, à la Loi sur les langues officielles.

Dossier n° 1687—Il s'était évertué à trouver . . .

PLAINTES

(38) que, nonobstant les mesures prises par le ministre en donnant suite aux présentes recommandations ou à tout autre projet, et quelles que soient les échéances prévues dans ces recommandations, eu égard à la qualité d'ombudsman conférée par la Loi au Commissaire aux langues officielles, le ministre accorde l'attention qu'elle mérite à chacune des plaintes que lui signale le Commissaire et prenne à brève échéance les mesures correctives qui s'imposent.

Plaintes

(37) que le ministre ne mette en péril ni la sécurité d'emploi ni l'avancement de son personnel en appliquant les présentes recommandations;

Sécurité d'emploi et avancement de carrière

(a) directement avec les entreprises qui ont demandé des plans et devis au cours des deux dernières années et,

(b) par voie de presse, avec les autres, en leur demandant de préciser dans quelle langue elles ou leurs employés désirent, à l'avenir, recevoir les plans et devis;

(32) que le ministère institue une procédure permettant aux entreprises, d'une part, de modifier si elles le désirent (initialement tous les deux ans et, par la suite, à des intervalles jugés suffisants par le ministère pour garantir le respect de la Loi) la langue dans laquelle elles ou leurs employés préfèrent recevoir les plans et les devis et, d'autre part, de faire connaître leurs préférences aux entreprises qui n'ont jamais été consultées auparavant; (33) que le ministère dresse, à partir des données recueillies au cours de ces consultations, la carte des secteurs où doivent être offerts des services bilingues, et qu'il fasse le nécessaire pour qu'ils le soient;

(34) que le ministère définit et diffuse, d'ici le 30 avril 1975, sa politique sur la publicité, les appels d'offres et les contrats, en y incluant à tout le moins les éléments suivants :

(a) les appels d'offres et avis d'intérêt général doivent être publiés dans les deux langues officielles selon la langue utilisée par les journaux ou revues en cause, s'ils intéressent l'ensemble du pays, les régions entières de la Capitale, de l'Atlantique, du Québec ou de l'Ontario, ou une localité dans laquelle les deux groupes linguistiques sont représentés dans le secteur de l'industrie et celui des services visés par l'annonce;

(b) lorsque les appels d'offres et les avis sont publiés dans les deux langues officielles, les documents faisant partie des soumissions et des contrats, y compris les plans et devis doivent être rédigés en anglais et en français;

(35) que, pour la publication des appels d'offres et des avis et la préparation des documents qui font partie des soumissions et des contrats, y compris les plans et devis le ministère assure l'emploi des deux langues officielles :

(a) dans les trois mois suivant la publication de sa politique, et au plus tard le 31 juillet 1975, s'il s'agit d'un projet localisé dans la région de la Capitale;

(b) dans les douze mois suivant la publication de sa politique, et au plus tard le 30 avril 1976, s'il s'agit d'un projet annoncé à l'échelle nationale, quelle que soit sa localisation;

(c) dans les vingt-et-un mois suivant la publication de sa politique, et au plus tard le 30 décembre 1976, s'il s'agit d'un projet annoncé à l'échelle régionale dans la région de l'Atlantique, du Québec, de l'Ontario ou de la Capitale, ou encore s'il s'agit d'annonces et d'avis s'adressant à un secteur de l'industrie et des services où sont représentés les deux groupes linguistiques;

Syndicats

(36) que, le ministère, pendant la phase d'application des recommandations précédentes, consulte les syndicats et associations d'employés et reste en étroite liaison avec eux;

(25) que le ministère veille à ce que les cours mis au point ou dispensés par ses soins le soient dorénavant, dans toute la mesure du possible, dans les deux langues officielles, afin que ses employés, quel que soit le groupe linguistique auquel ils appartiennent, aient accès soit aux mêmes cours, soit à des cours équivalents, et que, lorsque cela ne peut se faire au ministère même, son personnel ait accès à des cours comparables offerts par une autre institution fédérale ou par un établissement du secteur privé;

(26) que le ministère mette sur pied, de concert avec la Commission de la fonction publique ou tout autre organisme approprié, d'ici le 1^{er} juin 1975, un programme de formation linguistique axé sur la technique, afin de permettre au personnel d'améliorer suffisamment ses connaissances de la langue seconde pour bien remplir ses fonctions;

(27) que le ministère veille à ce que ces études soient suivies d'un programme de maintien de l'acquis reposant soit sur l'aide de moniteurs ou l'emploi de techniques audio-visuelles, soit sur des échanges interrégionaux, soit sur toute autre méthode jugée satisfaisante, de façon que son personnel puisse conserver et si possible augmenter les compétences acquises en langue seconde;

(28) que le ministère offre des cours de recyclage aux francophones qui veulent s'en prévaloir parce que, ayant longtemps œuvré dans un milieu professionnel anglophone, ils se croient incapables de travailler, oralement ou par écrit, dans leur langue maternelle;

Signalisation

(29) que le ministère annonce, d'ici le 30 avril 1975, sa politique définitive en matière de signalisation, de même qu'un programme national de modification de la signalisation, assorti d'un calendrier et portant aussi bien sur l'écriture provisoires; qu'il y précise les modalités d'application, la marche à suivre et les méthodes de contrôle, afin que toute la signalisation pour laquelle le ministère a compétence soit intégralement bilingue d'ici le 1^{er} septembre 1976; qu'il y inclue toutes les inscriptions figurant dans les ascenseurs ou près de ceux-ci, de même que les modes d'emploi du matériel installé dans les édifices dont il a la charge ou qu'il loue à d'autres institutions fédérales;

(30) que le ministère use de son influence pour que, dans les immeubles où le gouvernement fédéral loue certaines surfaces, tant la lettre et l'esprit de la Loi sur les langues officielles que l'intention du législateur soient respectés dans le domaine de la signalisation;

Appels d'offres

(31) que le ministère consulte, d'ici le 1^{er} août 1975, l'ensemble des sous-missionnaires connus et possibles, en se mettant en rapport :

(19) que le ministère fasse le nécessaire afin d'établir un ordre de priorité pour l'adaptation dans l'autre langue officielle des guides unilingues utilisés dans ses services, dans le but d'en accélérer le processus et respecter l'échéance du 31 décembre 1975, fixée par le ministère lui-même;

Traduction

(20) que le ministère communique avec le Bureau des traductions du Secrétaire d'État, en vue de faire affecter un plus grand nombre de traducteurs spécialisés à son siège central, ou afin de mettre au point toutes autres mesures administratives qui lui permettront de décharger ses agents de tous travaux de traduction, de rattraper les retards accumulés et enfin de respecter l'échéance qu'il s'est fixée pour la traduction de ses guides;

(21) que, pour restreindre au maximum le volume des traductions, le ministère prenne toutes les dispositions nécessaires pour :

- (a) faire rédiger la correspondance dans la langue du destinataire;
- (b) faire rédiger simultanément les autres documents dans les deux langues officielles;

Communications internes

(22) que le ministère fasse immédiatement le nécessaire pour que, dans tous les secteurs d'activité au moins au siège social, dans les bureaux régionaux de l'Atlantique et de la Capitale, et au bureau satellite de Saint-Jean (N.-B.), il y ait un nombre suffisant d'employés pour que les communications puissent se faire oralement et par écrit, en français et en anglais, au sein même du ministère et avec les autres administrations et organismes fédéraux;

(23) que le ministère prenne les mesures nécessaires pour que, dès le 30 avril 1975, les services du personnel puissent en tout temps être fournis aux employés dans les deux langues officielles, au moins au siège social et dans les bureaux régionaux de l'Atlantique, du Québec et de la Capitale; et que les autres bureaux qui emploient un personnel appartenant aux deux groupes linguistiques et dont les agents du personnel ne sont pas en mesure de fournir les services en français comme en anglais, s'organisent, soit en faisant appel aux employés du siège social (par exemple, par télex, par ligne téléphonique directe, etc.), soit d'une autre manière, pour que leurs employés puissent obtenir ces services dans les deux langues officielles à partir du 31 octobre 1975 au plus tard;

(24) que le ministère veille à ce que, à compter de la fin de 1976, dans les services employant ou susceptibles d'employer du personnel appartenant aux deux groupes linguistiques, ce personnel puisse employer la langue de son choix dans les communications internes, y compris les réunions et les documents qui s'y rapportent, soit par le truchement de la traduction simultanée, soit par toute autre méthode jugée satisfaisante par le ministère, pourvu qu'une langue n'ait pas un statut inférieur par rapport à l'autre;

la Direction de la planification et de la coordination des programmes, la Direction de l'administration immobilière et la Direction générale des études et de la construction, au siège et dans la région de la Capitale, ainsi que, pour la dernière Direction, à Saint-Jean (N.-B.); le Commissariat fédéral des incendies, au siège et dans la région de la Capitale; le Service des conseillers en gestion, au siège; la Direction de l'évaluation de la gestion des programmes et la Direction de la recherche et du développement technologiques, au siège; la Direction des finances et de la gestion et la Direction du personnel, à Saint-Jean (N.-B.); les unités d'information d'un bout à l'autre du pays;

Utilisation des média

(14) que, dans ses relations avec les média, lorsqu'il s'agit de communiquer avec le grand public, le ministère ait recours, tant sur le plan national que local, à des média qui puissent garantir aux populations francophone et anglophone une information complète et équivalente dans leur langue respective;

Recrutement

(15) que, en collaboration avec la Commission de la fonction publique, le ministère recense, par appartenance linguistique, les sources de candidats éventuels, afin de pouvoir en tirer parti dans la mesure de ses besoins et pourvoir plus facilement les postes exigeant la connaissance d'une seule ou des deux langues officielles;

(16) que, étant donné le nombre restreint de postes unilingues français au siège, le ministère prenne, pour se donner des moyens supplémentaires de réaliser l'égalité de statut des deux langues officielles dans les communications internes, les mesures administratives qui s'imposent en vue d'augmenter le nombre de ces postes unilingues français, au moins à son siège;

(17) que, en collaboration avec le Conseil du trésor et la Commission de la fonction publique, le ministère prenne immédiatement des dispositions visant à instituer, tout particulièrement dans les milieux universitaires francophones (notamment dans les provinces du Québec, de l'Ontario et du Nouveau-Brunswick) un programme d'allocations aux étudiants en architecture et en génie, assorti de l'obligation pour les bénéficiaires de travailler pour le compte du ministère pendant un certain nombre d'années après l'obtention du diplôme, ce afin de faire progresser la capacité bilingue dans les régions où elle est insuffisante, par exemple au siège du ministère et au Nouveau-Brunswick;

(18) que le ministère prenne des dispositions pour que, dès le 30 avril 1975, la totalité des membres de ses comités de sélection, qu'ils appartiennent ou non à la Fonction publique, soient en mesure d'interroger tout candidat dans la langue de son choix;

(b) que le ministère inclue dans la documentation destinée à l'orientation de son personnel tout le matériel préparé pour le programme d'information mentionné ci-dessus;

Bibliothèque

(7) que le ministère commence immédiatement à acquérir les ouvrages et publications de langue française qui finiront par permettre aux recherches et études de se faire en français ou en anglais dans un éventail aussi large de spécialités;

Communications internes et externes

(8) que, d'ici le 31 décembre 1975, le ministère prenne les mesures requises pour que, là où ce n'est pas encore fait, toutes les communications écrites présentant un intérêt général ou appelées à être largement diffusées dans le ministère même, dans d'autres administrations et organismes fédéraux, ou dans le public, soient publiées simultanément en français et en anglais, et, chaque fois que c'est possible, sous couverture unique;

(9) que, d'ici le 31 août 1975, le ministère rende bilingues tous ses estampilles et imprimés (formulaires, avis, affiches, etc.) qui sont encore unilingues; (10) que le Commissariat fédéral des incendies veille sans délai à ce que ses documentaires, ses brochures et tout autre matériel du même genre soient en nombre comparable dans les deux langues officielles, et qu'il leur fasse une publicité égale;

Services au public

(11) que le ministère s'adresse au ministère des Communications pour lui demander d'intervenir le plus tôt possible auprès des compagnies téléphoniques en cause, afin que la totalité des services du ministère des Travaux publics figurent en anglais et en français dans les annuaires d'ici le 30 septembre 1975;

(12) que le ministère veille à ce que, dès le 30 avril 1975 et dans tous les bureaux servant les deux communautés linguistiques, les postes de réceptionniste et de téléphoniste soient remplis par des personnes bilingues ou, à défaut, que les dispositions voulues soient prises pour que les appels puissent être reçus dans les deux langues (par l'emploi d'une courte phrase dans la langue de l'interlocuteur) et transmis à une personne qui puisse fournir automatiquement l'information requise dans la langue officielle appropriée;

(13) que le ministère prenne immédiatement les mesures qui s'imposent pour accroître son bilinguisme institutionnel, afin qu'il puisse servir ses publics dans les deux langues officielles de façon automatique, et non pas uniquement sur demande, et ce dans tous les secteurs administratifs et géographiques servant les deux communautés linguistiques où la capacité actuelle reste insuffisante, plus particulièrement dans les secteurs suivants :

(6) (a) que d'ici juin 1975, le ministère prépare et mette en vigueur un programme complet d'information du personnel visant à lui assurer la collaboration de l'ensemble des employés et à familiariser les agents avec les objectifs de la Loi sur les langues officielles, l'intention du législateur et les dispositions administratives prises ou prévues en vue de faire observer la Loi;

Information

(5) que la Direction de l'évaluation de la gestion des programmes se charge dorénavant d'évaluer, dans les secteurs qu'elle examine la mesure dans laquelle la Loi sur les langues officielles est appliquée;

(4) qu'une personne soit chargée, dans chaque région, des questions touchant les deux langues officielles, afin d'assurer la réalisation des plans et le respect des exigences formulées par le centre de coordination et de contrôle, et d'informer celui-ci des progrès notés et des difficultés éprouvées;

(3) que le centre de coordination et de contrôle informe régulièrement les cadres supérieurs des progrès enregistrés par les directions, des problèmes rencontrés, ainsi que des solutions adoptées pour les résoudre;

(2) que le ministère prenne, d'ici le 30 avril 1975, les mesures nécessaires pour créer, à un palier suffisamment élevé de la hiérarchie et pour l'ensemble du ministère, un centre permettant la gestion, la coordination et le contrôle de toutes les phases d'un programme visant au respect de la Loi;

(1) que le ministère définisse à l'usage de ses composantes administratives, dans l'optique des recommandations qui vont suivre et d'ici le 30 avril 1975, des objectifs, plans d'action et méthodes d'application pour tout ce qui se rapporte à la prestation de services au public et aux communications internes dans les deux langues officielles;

Politiques de bilinguisme, structure d'application et de contrôle

mandé :

Pour aider le ministère dans cette tâche, le Commissaire a recommandé :

Le ministère avait donc beaucoup à faire, tant au niveau des politiques et de la planification qu'à celui de la mise en œuvre. Il devait faire avancer uniformément chacune des directions et adopter pour l'ensemble du ministère, et non seulement la région du Québec, des mesures propres à assurer le respect de la Loi.

Le ministère avait donc des désirs de certains entrepreneurs.

Le ministère n'a jamais évalué la demande de services, il se pouvait qu'il ne les offre qu'en une seule langue dans les régions en dépit des désirs de certains entrepreneurs.

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anglais; au Québec, elles se déroulaient en français, à condition que la présence d'un représentant du siège, habituellement un anglophone unilingue, n'obligeât pas tous les participants à s'exprimer en anglais. Pour améliorer la situation, il faudrait que le siège du ministère et les bureaux dans la région de la capitale et celle de l'Atlantique se dotent à brève échéance d'un personnel compétent.

On peut donc conclure que la pénurie de personnel bilingue dans les régions fait que l'anglais continue d'être la seule langue de travail, bien que le ministère ait accepté le principe voulant que la langue des communications internes soit au choix de l'employé. D'ailleurs, la pénurie de vocabulaires français et la tendance des francophones à s'exprimer de préférence en anglais ajoutent à la difficulté.

Enfin, l'écart considérable entre les effectifs bilingues et le nombre de postes identifiés comme bilingues en août 1974 (620 employés pour 1 041 postes bilingues) soulève un problème majeur. En effet, si la formation linguistique est l'unique moyen d'assurer les communications internes dans les deux langues, elle doit être accélérée considérablement afin que les titulaires de postes bilingues puissent remplir leurs obligations et permettre ainsi à leurs collègues d'utiliser la langue de leur choix.

La politique provisoire du ministère sur la signalisation a provoqué des malentendus entre le siège et les régions. En effet, les régions ne semblaient pas être au courant des intentions du siège, et le siège ne semblait pas se rendre compte des effets de sa politique dans les régions. De plus, même si au moment de l'étude les régions affirmaient que la politique était en voie de réalisation, le ministère n'avait établi ni plan d'ensemble, ni inventaire, ni budget pour y donner suite. Il existe aussi un épineux problème de juridiction qui retarde depuis longtemps des réformes dans la signalisation. Non seulement le ministère des Travaux publics n'est pas la seule autorité en la matière, mais encore il est souvent difficile de percevoir les limites de sa juridiction. Par exemple, ce sont les ministères qui sont responsables des écritureaux portant sur l'exploitation, même s'ils peuvent recourir au ministère des Travaux publics pour les obtenir, d'autre part, certains organismes sont complètement autonomes à cet égard. . . . Le caractère provisoire de la politique ministérielle était dû en partie au fait que le Cabinet ne s'était pas prononcé sur l'ordre de préséance des langues officielles. Comme le Cabinet a depuis lors fait connaître sa décision, une politique définitive devrait être édictée.

Pour ce qui était des annonces, des appels d'offres et des contrats, le ministère ne suivait aucune politique officielle, mais avait adopté plutôt une ligne de conduite capricieuse, axée sur la routine et la tradition. Ainsi, au Québec, le ministère n'utilisait que le français dans

Loi sur les langues officielles, tant du point de vue de la langue de service que de celui, mais de façon limitée, de la langue de travail. L'étude a demandé 90 entrevues avec des cadres au siège du ministère, dans les six régions (Atlantique, Québec, Capitale, Ontario, Ouest et Pacifique), et dans trois bureaux satellites : Winnipeg, Saint-Jean

(N.-B.) et Québec.

Un examen des quatre documents émis par le ministère sur ses politiques de bilinguisme a révélé que deux étaient satisfaisants et que les deux autres n'étaient ni complets, ni clairs, ni définitifs. Le premier document, qui remonte au mois de mars 1971, s'intitule *Expansion du bilinguisme — Les politiques du gouvernement fédéral* : c'est un énoncé d'objectifs généraux qui laisse de côté les moyens pratiques de mise en œuvre. Le deuxième texte, une sorte de politique provisoire sur la signalisation, qui date du mois d'août 1973, a suscité nombre d'initiatives, mais a également jeté la confusion, car il n'était pas suivi uniformément. Les deux autres directives (octobre 1972 et septembre 1973) sont plus précises : elles portent sur la gestion des formulaires et sur la correspondance de la direction.

Au moment de l'étude, le ministère affirmait pouvoir fournir des services dans les deux langues officielles là où il y avait demande importante, et ce, même s'il n'avait jamais tenté d'évaluer la demande. Quoi qu'il en soit, en dehors du Québec et de certaines régions du Nouveau-Brunswick, le ministère ne fournissait pas de services en français, alléguant que la demande était inexistante. Il est permis de mettre en doute cette affirmation, du moins pour ce qui concerne certaines parties de l'Ontario, Winnipeg et d'autres régions où il existe une importante minorité parlant le français.

En règle générale, il était assez facile de distinguer les directions du ministère qui pouvaient fournir des services bilingues, de celles qui ne le pouvaient pas. Celles qui s'occupaient de relations publiques, d'information et d'administration respectaient habituellement les exigences de la Loi. On ne saurait en dire autant des autres directions qui, surtout à cause de leur vocation technique ou spécialisée, semblaient beaucoup moins en mesure d'assurer des services dans les deux langues officielles.

Pour ce qui est de la langue de travail, il était apparu que, excepté au Québec, l'anglais était la langue des communications internes. Dans les autres régions du pays, le nombre d'employés francophones ou bilingues était si faible que les communications orales en français étaient quasi inexistantes; quant aux communications écrites, le ministère pouvait répondre aux besoins grâce aux services du Bureau des traductions ou encore à la bonne volonté d'un employé bilingue faisant office de traducteur. Il s'ensuivait que les réunions se tenaient toujours en

Commencée en septembre 1973, cette étude spéciale visait à examiner les activités du ministère des Travaux publics en regard de la

ETUDE SPECIALE

Le Bureau a mené à bien, en 1974, une troisième étude spéciale du ministère des Travaux publics. De portée nationale, celle-ci a permis d'analyser les diverses activités du point de vue de ses grandes orientations, méthodes, programmes et réalisations en matière de langue, aussi bien au niveau des services au public que des communications internes.

Les deux recommandations laissées sans suite préconisaient l'instauration d'un programme destiné à la région de Winnipeg, qui aurait, dès septembre 1974, permis de tenir compte de l'esprit de la Loi et de l'attention du législateur en matière de signalisation dans les parcs de stationnement et les bâtiments administratifs appartenant en propre à la Couronne ou occupés, en location, par des institutions fédérales. Le ministère n'avait pas réussi à tenir les délais, mais estimait pouvoir faire le nécessaire pour les premiers mois de 1975.

Sur les 13 recommandations de la seconde enquête, consacrée à l'agglomération de Winnipeg et achevée en 1972, neuf étaient, en décembre 1974, entièrement appliquées et deux autres partiellement; quant aux deux dernières, elles n'avaient fait l'objet d'aucune mesure tangible. En ce qui concerne les sept immeubles gérés par l'administration fédérale à Winnipeg, les données, fournies par le ministère ou recueillies sur place par les agents de notre Bureau, font ressortir que la majeure partie des panneaux et écritureaux est bilingue dans trois bâtiments, qu'une bonne partie d'entre eux l'est dans deux autres, mais qu'ils restent unilingues dans les deux derniers édifices. Les porte-parole ont expliqué cette situation par le fait que le premier de ces immeubles était sur le point d'être restauré et que dans l'autre, essentiellement utilisé comme entrepôt, il n'y avait que quelques pancartes.

Le ministère a présenté au Bureau, en décembre 1974, un rapport sur l'état de la mise en vigueur des recommandations formulées à la suite de deux études spéciales consacrées à la signalisation et déjà mentionnées dans les rapports précédents. En ce qui concerne les quatre recommandations de l'étude portant sur la région de la capitale nationale (conclue en septembre 1971), deux étaient intégralement appliquées en 1973, la troisième—relative aux inscriptions apparaissant sur les édifices—devrait l'être « aux alentours de 1975 ou de 1976 », et la quatrième—bilinguisation de l'ensemble de la signalisation extérieure des immeubles de l'administration dont le ministère est chargé—le serait complètement d'ici à la fin de mars 1975.

APPRECIATION

C'est, à n'en pas douter, avec un grand intérêt que le lecteur apprendra que c'est le ministère des Travaux publics qui entretient les serres du Gouverneur général—on a les jardins d'Eden qu'on mérite. Et ce même lecteur sera, à coup sûr, soulagé de savoir qu'à chaque printemps, lorsque les poissons rouges de la serre regagnent le bassin extérieur, la Commission de la capitale nationale les prend officiellement en charge jusqu'à l'automne, où elle les confie de nouveau aux Travaux publics. Mais quoique ne contestant nullement les talents particuliers dont fait preuve le ministère en sa qualité de pisciculteur officiel, le Commissaire ne peut que déplorer les retards dont souffre l'application de ses recommandations. En effet, au terme d'une récente étude de portée générale (voir résumé plus bas), force était au Bureau de constater que « trois années se sont écoulées depuis que le Commissaire a fait deux études sur la signalisation au ministère, l'une dans la région de la capitale nationale, l'autre à Winnipeg. Pendant ce temps le ministère aurait dû pouvoir définir ses responsabilités en la matière ; et, de plus, mettre en application un programme national de transformation des écriteaux : rien de tel n'a été fait. »

Il est apparu, à la lumière de 29 plaintes, de la nouvelle étude spéciale et des opérations de suivi, que si le ministère avait bien réalisé certains progrès dans la bilinguisation des parcs de stationnement, sa politique en matière de bilinguisme restait trop bien stationnée. Et la route promet d'être longue, qui conduit à une conformité intégrale avec la Loi, tant du point de vue des communications internes que des services au public. D'autant plus que l'institution ne s'est préoccupée qu'en l'ambinant de la signalisation, pourant l'une de ses responsabilités les plus évidentes. Il semble donc que le public soit condamné à patienter pendant que le Conseil du trésor, les ministères (dont les Travaux publics) et les organismes jouent avec ardeur au ping-pong « juridictionnel ».

Près de la moitié des plaintes recevables portaient sur l'unilinguisme ou la mauvaise qualité du libellé de la signalisation : le ministère, quand il n'a pas pris dans les plus brefs délais les mesures qui s'imposaient, s'en est expliqué de manière satisfaisante. Quelques plaintes concernaient les exigences linguistiques de postes vacants ou la langue des avis de concours ; trois recommandations en ont découlé, que l'institution a récusées. Enfin, les Travaux publics ont eu du mal à admettre les cinq recommandations qui leur ont été faites au sujet de leur service téléphonique.

2711	Montréal	On présente un menu français à un anglophone à l'aéroport de Montréal.	Mesures correctives
2731	Ottawa	La liste des acquisitions de la bibliothèque centrale ne tient pas compte des livres publiés en français.	Mesures correctives
2753	Toronto	Erreur dans le texte français d'un panneau à l'aéroport de Toronto.	Mesures correctives
2766	Halifax	Avis anglais envoyés à un public francophone.	Mesures correctives
2793	Montréal	Le plaignant réussit un concours mais sa nomination au nouveau poste n'est pas immédiate.	Service rendu
2798	Montréal	Un employé ne peut occuper un poste de surveillant intermédiaire parce qu'il n'est pas bilingue.	Explications
2826	Ottawa	La liste des publications de l'aviation civile est disponible en anglais seulement. Plusieurs publications ne sont disponibles qu'en anglais.	Explications
2846	Penticton (C.-B.) Kelowna	Pas de signalisation en français aux aéroports.	Mesures correctives
2673	Toronto	Un francophone reçoit une lettre écrite dans un français incompréhensible.	Explications
2713	Ottawa	Annonce française dans un quotidien anglais.	Explications
2868	Ottawa	Les postes importants au sein d'une section du ministère sont tous détenus par des anglophones.	Retrait
2955	Ottawa	La version anglaise des documents produits par les autorités de pilotage n'est pas disponible.	Non fondée
2980	Ottawa	« Flight Information. Manual » (1974) disponible en anglais seulement	Mesures correctives
2989	Ottawa	Le bibliothécaire d'une école française reçoit des communiqués de presse en anglais seulement.	Mesures correctives
3066	Ottawa	Service téléphonique offert en anglais seulement.	Mesures correctives
3096	Ottawa	Prétendues irrégularités dans la rédaction des règlements de pilotage.	Renvoi
3147	N.-É. N.-B.	Certaines instructions de sécurité sur les traversiers entre Cap Tormentine et Borden, et Woods Island et Pictou sont en anglais seulement.	Mesures correctives

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
1989	Toronto	Mesures
	Le restaurant de l'aéroport international de Toronto utilise des reçus unilingues anglais.	Mesures correctives
1999	Toronto	Mesures
	Panneaux unilingues à l'aérogare 2 à l'aéroport international de Toronto.	Mesures correctives
2026	Ottawa	Mesures
	Un francophone reçoit une communication écrite en anglais.	Mesures correctives
2028	Montréal	Mesures
	Un francophone reçoit une licence d'apprentissage de vol à voile en anglais seulement.	Mesures correctives
2045	Regina (Saskatchewan)	Mesures
	Panneau bilingue contenant une erreur d'orthographe dans le texte français.	Mesures correctives
2065	Montréal	Mesures
	Inscriptions unilingues anglaises sur les autobus Murray Hill.	Mesures correctives
2079	Toronto	Mesures
	Les panneaux au nouvel aérogare 2 de l'aéroport international de Toronto sont unilingues.	Mesures correctives
2140	Ottawa	Explications
	Un francophone ne peut laisser de message à un passager à l'aéroport d'Ottawa.	
2151	Fredricton (N.-B.)	Non fondée
	Absence de traduction simultanée aux renseignements au public.	
2252	Quyon (Québec)	Mesures
	Panneaux unilingues anglais sur un traversier.	Mesures correctives
2253	Sept-Îles (Québec)	Explications
	Un contrôleur de circulation aérienne enjoint un pilote de parler anglais lors de l'atterrissage à Sept-Îles.	
2263	Toronto	Mesures
	La version française de 2 brochures est introuvable à l'aéroport de Toronto.	Mesures correctives
2279	Dorval (Québec)	Mesures
	Un restaurant de l'aéroport utilise un tampon de caoutchouc unilingue anglais sur un chèque.	Mesures correctives
2335	Ottawa	Mesures
	Timbre unilingue anglais sur une enveloppe.	Mesures correctives
2368	Toronto	Mesures
	Écriture unilingue à l'aéroport de Toronto.	Mesures correctives
2485	Montréal	Mesures
	Timbre unilingue anglais utilisé sur les enveloppes du ministère.	Mesures correctives
2517	Ottawa	Mesures
	Licence de pilote dont le texte est unilingue anglais.	Mesures correctives
2628	Ancienne-Lorette (Québec)	Mesures
	Addition unilingue anglaise dans un restaurant de l'aéroport.	Mesures correctives
2652	Montréal	Retrait
	Difficulté résultant d'une mutation.	

plainte qui découlerait de cette procédure et qui aurait pour mobile soit la langue de travail, soit la distribution de documents unilingues au grand public.

Dossier n° 2468—Le français en caractères beaucoup plus petits

De passage à Vancouver, une touriste francophone est surprise de constater que la signalisation, à l'aéroport, porte l'anglais en grandes lettres et le français en caractères beaucoup plus petits. Elle se demande s'il faut en trouver l'explication dans le fait qu'une des langues officielles serait plus égale que l'autre.

Le ministère a fait savoir au Commissaire qu'il se rendait compte que les panneaux, bien que bilingues, n'étaient pas conformes aux normes édictées dans son *Manual of Uniform Traffic Control Devices*. Toutefois, priorité absolue étant pour le moment accordée à la modification des indications unilingues, le remplacement des écriteaux non normalisés commencerait après mars 1974.

N'ayant pas réussi à se faire préciser clairement quand ces opérations devaient avoir lieu à Vancouver, le Commissaire a recommandé que la même importance soit donnée aux deux langues officielles dans toute la signalisation de l'aéroport international, en précisant qu'il conviendrait de remplacer pour le 1^{er} juin 1974 toute indication demeurée insuffisante de ce point de vue.

Le ministère a avisé le Commissaire que les travaux se concluraient à la mi-juin au plus tard et il l'a informé par la suite que les écriteaux qui avaient fait l'objet de la plainte avaient été remplacés.

DOSSIER N° LIU NATURE DE LA PLAINTE RÉSULTAT

1238	Ottawa	Une annonce annonçant la publication <i>VFR Chart Supplément</i> est rédigée en anglais.	Explications
1281	Toronto	Reçus unilingues anglais encore en usage, à l'aéroport international de Toronto.	Mesures correctives
1609	Dorval	Les caractères des inscriptions sur les panneaux conduisant à l'aéroport sont plus gros en français qu'en anglais.	Explications
1709	Timmins (Ontario)	Panneaux unilingues à l'aéroport de Timmins.	Explications
1716	Ottawa	Pas de cours de français sur la gestion des dossiers.	Mesures correctives
1903	Earlton (Ontario)	Panneaux unilingues à l'intérieur de l'aéroport d'Earlton.	Mesures correctives
1947	Ottawa	Panneaux unilingues à l'aéroport d'Ottawa.	Mesures correctives

1. N'existe pas encore en version française.

Le ministère a affirmé que jusqu'alors il n'avait reçu qu'une seule demande de documentation générale en français à laquelle il n'avait pas été en mesure de donner suite. Par ailleurs, le ministère avait pu répondre dans la langue du correspondant à toutes les autres demandes de renseignements formulées en français et portant chacune sur un aspect particulier de l'aéroport.

Il a enfin assuré le Commissaire que l'équipe responsable du projet des aéroports de Toronto disposait d'un certain nombre de brochures traduites en français et que la version française des autres brochures serait prochainement publiée.

Le Commissaire a exprimé l'avis que les données statistiques du recensement pouvaient être considérées comme un des critères servant à déterminer la demande de services bilingues mais que d'autres éléments devaient également servir de base. Les plaintes en elles-mêmes constituaient un indice de demande et l'offre d'un service bilingue, à titre d'essai, révélait souvent l'existence d'une demande demeurée latente jusqu'à là. Enfin, dans le cas présent, le ministère avait reconnu qu'un certain nombre de personnes avaient demandé des renseignements en français, ce qui constituait déjà une preuve assez évidente.

D'autre part, lorsqu'il s'agissait de projets importants tels que celui de l'aéroport de Pickering la demande ne devait pas être déterminée uniquement en fonction de la population locale.

En effet, des demandes de renseignements pouvaient parvenir de divers points du pays comme le démontrait la plainte présente qui avait été déposée par un citoyen de la région de la capitale nationale.

En conséquence, le Commissaire a recommandé que toute documentation sur le futur aéroport de Pickering susceptible d'être mise à la disposition du public le soit dans les deux langues officielles et que des mesures immédiates soient prises en vue de traduire la documentation actuelle dans les plus brefs délais.

Après avoir communiqué avec des représentants du Commissaire, le ministère a informé ce dernier qu'étant donné qu'on avait demandé très peu de documentation en français, que la publication de documents unilingues avait suscité très peu de plaintes et enfin que la traduction entraînerait un coût élevé et exigerait un grand laps de temps, il avait décidé de ne pas faire traduire certains documents, de nature hautement technique, préparés par ses spécialistes professionnels et destinés à leur seul usage. En outre, le ministère s'efforcerait, dans la mesure du possible, de répondre à des demandes précises de documentation technique en français. Enfin, le ministère croyait que cette solution était conforme à la Loi sur les langues officielles.

Le Commissaire a trouvé raisonnable la solution du ministère; cependant, il a fait savoir à ce dernier qu'il aurait à instruire toute

Le président de la compagnie Blue Line a déclaré que la compagnie venait d'accroître son service à la demande du ministère des Transports. Elle avait commandé huit nouveaux autobus, dont quatre étaient déjà en service. Il a indiqué que la compagnie devait déboursier \$700 pour l'inscription bilingue de chacun de ces quatre véhicules, car il fallait, de fait, les repêcher. Il y a ajouté le manque à gagner du fait que les autobus ne seraient pas en service pendant qu'on les peignait. Le présent a fait ressortir que si la compagnie avait été mise au courant de la nécessité d'avoir des inscriptions bilingues au moment où elle avait commandé les autobus ou avant, les frais de l'opération auraient été relativement peu élevés.

Comme il ne comprenait pas vraiment pourquoi la compagnie était tout à coup tenue d'avoir des inscriptions bilingues, le président a demandé des explications. Le Commissaire lui a fait observer que, puisque la compagnie Blue Line s'engageait, au nom d'un ministère fédéral, à assurer un service de transport en commun, elle devait le faire dans les deux langues officielles, en vertu de l'article 10 (1) de la Loi sur les langues officielles.

Le président a reconnu l'obligation, en indiquant toutefois qu'à son avis le ministère des Transports aurait dû faire depuis longtemps connaître à la compagnie les responsabilités qui lui incombaient en vertu de la Loi sur les langues officielles.

Le Commissaire en a convenu et a recommandé au ministère de mettre sans délai tous les concessionnaires assurant des services aux voyageurs en son nom (dans tous les cas où cela n'avait pas encore été fait) au courant des responsabilités qui leur incombent en vertu de l'article 10 (1) de la Loi.

Quelques mois plus tard, le ministère a déclaré au Commissaire qu'à la suite de la promulgation de sa politique et de ses lignes directrices touchant les concessions, il avait fait parvenir aux bureaux régionaux une lettre demandant que les exigences soient portées à l'attention des concessionnaires. À la suite de cette déclaration, le Commissaire a fermé le dossier.

Dossier n° 2308—Pickering

Un francophone se plaint que la documentation actuellement disponible sur le futur aéroport de Pickering est unilingue anglaise.

Le ministère, se fondant sur les données statistiques du recensement de 1971, a répondu que la région métropolitaine de Toronto comptait 165 115 francophones ou bilingues sur une population totale de 2 628 125 et que de ce nombre seulement 20 580 parlaient habituellement le français à la maison. Il faisait également remarquer qu'aux termes de la Loi Toronto n'était pas un district fédéral bilingue.

postes comme bilingues, et en cherchant à concilier les exigences linguistiques et professionnelles, du poste à pourvoir.

Quelques semaines plus tard, le ministre informait le Commissaire que le candidat désigné avait accepté un autre emploi; le poste ayant été désigné bilingue, la Commission de la fonction publique tentait d'y pourvoir. Le ministre est revenu à la charge pour souligner les difficultés de recrutement au Centre de développement des transports, ainsi que les efforts entrepris pour assurer la capacité bilingue nécessaire en recourant aux cours de langue et au recrutement de personnel bilingue à tous les niveaux.

Le Commissaire a fait savoir au ministre qu'il n'ignorait pas les difficultés éprouvées par le nouvel organisme pour le recrutement de personnel bilingue; il a été bien aise d'apprendre que le ministre avait la ferme intention de veiller à ce que le public obtienne des services, et qu'il puisse communiquer avec les employés du Centre dans les deux langues officielles. Le Commissaire a demandé d'être tenu au courant des progrès.

Cinq mois plus tard, le ministre a avisé le Commissaire qu'il avait trouvé quatre personnes suffisamment qualifiées pour justifier une entrevue et que les résultats lui seraient communiqués dès qu'une décision serait prise.

Par la suite, le ministre a informé le Commissaire que le titulaire avait subi le test de connaissances linguistiques de la Commission de la fonction publique, et qu'il avait été reconnu bilingue.

Dossier n° 1848—Les autobus « unilingues »

Un voyageur francophone se plaint de ce que le mot « Airport » ne soit inscrit qu'en anglais sur les autobus effectuant la navette entre l'aéroport d'Ottawa et la ville. Étant donné que les propriétaires de ces véhicules assurent ce service au nom du ministre des Transports, le plaignant a prié le Commissaire de demander au ministre de faire inscrire le mot « Aéroport » sur les véhicules.

Le ministre a indiqué que ce service était assuré par la compagnie Blue Line, exploitant autorisé et propriétaire des véhicules en question. Il a ajouté que la compagnie avait été mise au courant de la plainte et ferait le nécessaire pour que tous les autobus desservant régulièrement l'aéroport international d'Ottawa portent des inscriptions bilingues.

Le Commissaire, satisfait des mesures prises par le ministre, s'apprêtait à clore le dossier lorsqu'il a reçu un appel du président de la compagnie Blue Line : ce cas illustre bien certains problèmes que rencontrent les entrepreneurs du gouvernement qui n'ont pas été mis au courant de leurs obligations en vertu de la Loi sur les langues officielles.

Le Commissaire a fait remarquer que les fonctions décrites dans l'avis de concours comportaient la participation à une variété d'études et de présentations touchant le gouvernement, les universités et les entreprises qui constituaient, pour le ministère, aux termes de la Loi sur les langues officielles, « le public » ayant droit de recevoir les services requis dans la langue officielle de son choix. De plus, il ressortait que le titulaire serait appelé à assurer la surveillance d'un personnel comprenant des francophones qui avaient le droit de travailler et de communiquer avec leurs supérieurs dans leur langue maternelle. Pour ces motifs, le Commissaire a recommandé :

1) que le ministère des Transports examine à nouveau la question des exigences linguistiques du poste en question, en tenant compte de l'article 39(4) de la Loi sur les langues officielles;

2) que soit publié un nouvel avis de concours, annulant l'avis paru le 14 décembre 1972, et donnant comme obligatoire, pour le poste en cause, la connaissance des deux langues officielles.

Le ministère a reconnu que le titulaire du poste devait avoir une connaissance du français et de l'anglais; puis il a fait valoir un certain nombre de circonstances atténuantes pour justifier la parution de l'avis relatif au poste anglais unilingue. Le Centre de développement des transports était un organisme nouveau qui trouvait difficilement le personnel requis en raison de son orientation technique, de la recherche à assurer et de son emplacement. L'avis de concours, diffusé à travers le pays, avait intéressé 14 candidats, dont deux seulement possédaient les qualifications professionnelles voulues pour justifier une entrevue, et un seul, avait la compétence requise. Le ministère était donc désireux de confirmer la nomination du candidat désigné, à qui on ferait suivre un cours de langue le plus tôt possible.

Le Commissaire a répondu que si le titulaire devait occuper ses fonctions de toute urgence, comme le déclarait le ministère, il était probable que les cours de langue seraient reportés à plus tard, ce qui aurait pour effet, à toutes fins pratiques, de neutraliser la capacité bilingue attachée à ce poste. Le Commissaire ne sous-estimait pas les difficultés de recrutement de candidats bilingues qualifiés, puisque le ministère prétendait avoir trouvé l'unique personne compétente pour occuper cet emploi. Il a félicité le ministère pour ce coup de chance . . .

Le Commissaire a reconnu qu'il était mal placé pour exiger l'approbation de ses recommandations par le ministère, vu qu'il avait tardé à donner suite à la première réponse de ce dernier. Le Commissaire lui a toutefois recommandé de se conformer à la lettre et à l'esprit de la Loi sur les langues officielles, ainsi qu'à l'intention du législateur, quand il s'agit de nominations semblables, en veillant à désigner ces

l'autre, que ces articles soient destinés au public ou au personnel du ministère;

(78) afin d'éviter des problèmes d'entreposage, d'approvisionnement, de présentation ou de distribution, produire, chaque fois, que cela est possible, toute la documentation en une seule version bilingue;

(79) lorsque la Direction des affaires publiques est chargée d'envoyer par le courrier des renseignements publiés séparément dans les deux langues officielles aux membres du public dont la préférence linguistique n'est pas connue, prendre dorénavant les dispositions voulues pour envoyer les deux versions des documents en cause, aussi longtemps que la préférence linguistique du client n'a pas été déterminée de façon précise;

(80) faire l'impossible pour assurer que la qualité de tout texte rédigé ou contrôlé par la Direction des Affaires publiques soit conforme au statut d'égalité des deux langues officielles comme le stipule la Loi;

RECOMMANDATIONS GÉNÉRALES

Veiller à ce que :

(81) en mettant en œuvre les recommandations du présent rapport, (a) rien ne nuise à la sécurité d'emploi, ni aux possibilités de carrière du personnel du MDT/ACTA; (b) le ministère ou l'Administration maintienne une liaison étroite avec les syndicats et associations qui représentent son personnel;

(82) en mettant en œuvre les recommandations du présent rapport, le ministère ou l'Administration maintienne une liaison étroite avec les associations professionnelles ou autres groupes qui représentent ses différentes clientèles en vue d'encourager l'application des présentes recommandations.

PLAINTES

Dossier n° 1572—Centre de développement des transports

Un francophone au service du gouvernement fédéral attire l'attention du Commissaire sur un avis de concours relatif à un poste à pourvoir au Centre de développement des transports à Montréal. Il y était précisé qu'une connaissance de l'anglais était essentielle, sans faire allusion au français. Le plaignant estime que la connaissance des deux langues est essentielle, compte tenu de la nature des fonctions décrites dans l'avis, et du lieu de l'emploi.

Le ministère a d'abord fait savoir que le titulaire serait appelé à travailler la plupart du temps à l'extérieur de la province de Québec, même si le poste se trouvait à Montréal. Le ministère attendait de connaître les lignes directrices du Conseil du trésor relatives à l'identification et à la désignation des postes bilingues pour prendre une décision en connaissance de cause.

(69) expliciter pour les subdivisions qui travaillent surtout en français (dans les Services de la circulation aérienne et autres), leurs mandats actuels concernant les communications *fonctionnelles* et administratives et énoncer clairement, d'ici au 31 janvier 1975, pour ces subdivisions, tout programme à court ou à long terme afin que ces communications soient plus conformes à l'esprit de la Loi et à l'intention du législateur;

(70) fournir aux différentes subdivisions susceptibles d'exécuter certaines tâches en français tous les services internes et les instruments de soutien indispensables en français et, d'ici au 31 mars 1975, s'assurer que les subdivisions qui travaillent surtout en français soient équipées en conséquence;

(71) appliquer les principes énoncés dans toutes les recommandations ci-dessus, ainsi que toutes les méthodes pertinentes, à toutes les transactions des administrations et agences du ministère avec ses clients ainsi que dans toutes les situations de travail où des employés appartenant aux deux groupes linguistiques officiels sont ou pourraient être concernés;

AFFAIRES PUBLIQUES

Il incombe à la Direction des affaires publiques du ministère des Transports de :

(72) voir à ce que, quelle qu'en soit l'origine, tous les communiqués de presse ou autres renseignements qui seront publiés par l'intermédiaire des media disponibles soient distribués automatiquement et simultanément dans les deux langues officielles partout au Canada, d'ici au 31 décembre 1974;

(73) qu'en raison de l'existence de communautés et de media d'information francophones partout au Canada, les composantes régionales de la Direction des affaires publiques du ministère soient en mesure de fournir des services, oralement et par écrit, dans les deux langues officielles d'ici au 30 septembre 1975;

(74) veiller à ce que, dorénavant, tous les documents publics audio-visuels concernant des « événements spéciaux » comme des expositions, des étalages, des inaugurations ou des présentations soient disponibles en-tièrement, automatiquement et simultanément, dans les deux langues officielles;

(75) faire en sorte que tous les documents d'information sur les services offerts dans les aéroports ou tout autre document provenant d'une institution fédérale et distribués ou exposés dans ces aéroports ou ailleurs soient automatiquement disponibles en édition bilingue;

(76) voir à ce que, dorénavant, la revue « Transport Canada » reflète entièrement le caractère bilingue du personnel du ministère en publiant tous les articles en une seule version bilingue;

(77) conformément aux recommandations 74, 75, et 76, embaucher, aussitôt que ce sera réalisable, un nombre suffisant de fonctionnaires et de rédacteurs francophones ou suffisamment bilingues en vue d'assurer qu'un nombre de plus en plus grand de documents publiés soient rédigés dans les deux langues officielles plutôt que traduits d'une langue dans

(a) prévoir l'acquisition immédiate de toute documentation pertinente disponible en français, qu'on se la procure dans le commerce ou autrement; (b) s'assurer d'un contrôle fonctionnel quant à « l'équilibre linguistique » des ouvrages de référence acquis par des subdivisions;

(63) là où ce n'est pas encore fait, fournir à toutes les unités administratives qui dans le cadre de leurs activités internes travaillent en français, le matériel de bureau approprié et indispensable, comme les timbres, les machines à écrire et autres dans les deux langues officielles;

LANGUE DE TRAVAIL—RECOMMANDATIONS PARTICULIÈRES

(64) dès que la formation requise et la disponibilité de manuels administratifs le permettent, encourager l'utilisation des deux langues officielles dans les communications fonctionnelles et administratives internes aux Service de la circulation aérienne et des télécommunications;

(65) veiller immédiatement à ce que les subdivisions fonctionnelles de la région du Québec ou d'ailleurs, dont le personnel est entièrement ou partiellement francophone, reçoivent automatiquement et simultanément en français et en anglais tous les instruments de procédure et documents réglementaires et les modifications afférentes comme les « NOTAM » de 2^e classe, les Règlements de l'air et autres manuels actuellement publiés dans les deux langues officielles;

(66) entreprendre ou terminer immédiatement la traduction et la distribution de tous les instruments internes comme le « Planned Investigation Program », l'« Engineering and Inspection Manual », l'« Accident Report Form », le « Manual of Procedures » et autres dont doivent se servir les employés francophones dans les divers services de la Direction générale de l'aéronautique civile;

(67) étudier la possibilité d'établir, à tous les niveaux hiérarchiques de l'ACTA, des structures organisationnelles formelles et informelles qui peuvent et doivent travailler régulièrement et prioritairement en français, tant au siège (à Ottawa) que dans les régions de l'Atlantique, du Québec et de l'Ontario, et établir des échéances pratiques et un cadre de procédures pour la création et la promotion de telles subdivisions d'ici au 31 mars 1975;

(68) prendre toutes les mesures nécessaires pour que, systématiquement, dans certains secteurs précis (fonctionnels et de services), les éléments de l'Administration centrale qui communiquent régulièrement, oralement et par écrit, avec des subdivisions régionales dont le personnel est en majorité francophone soient capables de recevoir toute recommandation de caractère fonctionnel ou administratif, et d'y répondre, sans avoir recours à la traduction;

- (55) évaluer les répercussions de l'enseignement de la langue seconde jusqu'à présent et son efficacité fonctionnelle dans l'expansion de la langue française comme langue de travail, préciser les projets et les mesures administratives à prendre afin d'accroître les résultats positifs et concevoir les procédures et les contrôles appropriés pour s'assurer que les employés utilisent systématiquement, pour toutes les communications internes, la compétence qu'ils ont ainsi acquise;
- Instruments de travail*
- (56) voir à la publication en version bilingue intégrale de toutes les directives ou les lignes de conduite ainsi que de tous les documents administratifs ou d'information actuels et futurs (ou, lorsque c'est impossible, la publication simultanée en versions séparées dans les deux langues officielles);
- (57) faire l'inventaire de tous les manuels techniques et administratifs préparés par l'Administration, vérifier leur statut linguistique réel et établir une liste précise des priorités ainsi qu'un échéancier pour garantir que la version à jour de tous ces manuels et de leurs modifications soit pleinement accessible et bien distribuée dans les deux langues officielles, au plus tard le 31 décembre 1976;
- (58) déterminer le statut linguistique actuel de tous les formulaires de régie interne et garantir, dans le cadre de priorités susmentionnées, que tous les formulaires utilisés par les employés des deux groupes linguistiques officiels seront disponibles en version bilingue d'ici au 31 mars 1975 pour les formulaires en usage à l'échelle nationale, et d'ici au 31 mars 1976 pour les formulaires propres aux régions;
- (59) étudier systématiquement avec les industriels canadiens et étrangers, de même qu'avec l'Agence américaine de l'aviation (FAA), la disponibilité réelle ou probable, en français et en anglais, de tous les manuels d'entretien et d'opération traitant des aéronefs et d'autres équipements utilisés ou entretenus par les employés, énoncer, au plus tard le 30 juin 1975, une ligne de conduite générale sur la possibilité, à court ou à long terme, de fournir ces manuels dans les deux langues officielles aux employés travaillant dans ces secteurs, et entreprendre toutes les démarches nécessaires afin que ces manuels soient disponibles dans les plus brefs délais;
- (60) agir immédiatement afin de s'assurer que toutes les installations informatiques aient la capacité voulue pour traiter les données reçues et produire les imprimés pertinents dans les deux langues officielles;
- (61) dans la mesure où la recommandation 60 ne peut être mise en vigueur à court terme, faire le nécessaire pour affecter, d'ici au 31 mars 1975, tout le personnel bilingue nécessaire aux points d'entrée et de sortie des ordinateurs pour éviter aux employés francophones d'avoir à exécuter des travaux de traduction qui ne sont pas de leur ressort;
- (62) veiller à ce que les lignes de conduite de la Bibliothèque centrale du ministère concernant l'acquisition et l'accès aux livres et aux documents restent dès à présent le caractère bilingue des employés de l'Administration et du ministère; qu'à cette fin, la bibliothèque centrale élabore et mette en application les objectifs suivants:

(a) accélérer à l'avenir le recrutement de personnel professionnel compétent, apte à travailler en français, pour tous les secteurs fonctionnels ou de services;

(b) encourager aussi, de toutes les manières possibles, les employés franco-phones et leurs collègues anglophones à étendre l'usage fonctionnel du français pour les communications internes orales ou écrites;

(c) voir à ce que d'ici au 31 décembre 1975, l'École des services de l'air soit entièrement dotée d'un personnel qui puisse fournir une formation technique dans les deux langues officielles et offrir des possibilités égales de perfectionnement aux employés et aux recrues appartenant à chacun des groupes linguistiques officiels;

(d) progressivement et conformément aux priorités citées, fournir à toutes les subdivisions de l'Administration où les employés sont appelés à travailler en français ou prétendent travailler dans cette langue, la documentation terminologique et autre, ainsi que les installations nécessaires pour garantir l'usage correct et uniforme de cette langue;

(50) concevoir des programmes de main-d'œuvre détaillés grâce auxquels, dans toute la mesure du possible, on assurera aux employés et aux recrues appartenant aux deux groupes linguistiques officiels « l'accès unilingue » aux postes disponibles, ainsi que la même mobilité et les mêmes perspectives d'emploi, sans que pour cela ils sacrifient leur prérogative quant au choix de la langue officielle qu'ils désirent utiliser pour les communications internes;

Services personnels internes, au siège et dans les bureaux régionaux

(51) déterminer exactement et à intervalles réguliers les préférences linguistiques des employés qui désirent bénéficier des programmes de formation professionnelle¹ internes ou non technique;

(52) faire en sorte que les employés des deux groupes linguistiques officiels aient réellement un accès égal (quant à l'endroit, au sujet et à la fréquence des cours) à une formation non technique de qualité équivalente dans la langue officielle de leur choix;

(53) présenter toute suggestion utile à la Direction du perfectionnement de la Commission de la fonction publique afin de faciliter l'application de la recommandation 52;

(54) garantir, là où ce n'est pas encore le cas, que toutes les modalités relatives à tous les services du personnel (dotation, relations de travail et autres) respectent dorénavant les préférences linguistiques connues ou probables des employés (voir aussi la recommandation 4 b);

1. « L'accès unilingue » est censé signifier que, dans la mesure où il n'existe pas de contraintes fonctionnelles insurmontables, les candidats qualifiés appartenant aux deux groupes linguistiques officiels devraient jouir des mêmes possibilités d'embauche au MDT/ACTA, sans que l'on exige d'eux une connaissance préalable de la seconde langue officielle.

2. Par exemple, les programmes de formation qui ne sont pas offerts par l'École des services de l'air ou par le Bureau des langues de la Commission de la fonction publique ou encore par leur entremise.

programmes précis et mesurables, accompagnés d'échéances, afin de corriger les lacunes existantes;

(46) élaborer et communiquer à tous les employés une directive précise touchant les attentes justifiées qu'a tout employé de travailler dans la langue officielle de son choix et de préciser les mesures que l'Administration entend prendre pour s'y conformer;

Disponibilité des ressources

afin que dans l'ensemble de l'Administration, la répartition par région, par groupe professionnel et par unité fonctionnelle du personnel qui utilise régulièrement le français comme langue de travail (i) permette de plus en plus aux membres des deux groupes linguistiques d'accéder à des postes de même niveau et (ii) contribue à une meilleure appréciation globale du rapport entre l'usage du français au sein de l'Administration et le nombre d'employés dont la « première langue officielle » est le français;

(47) former, par l'intermédiaire de l'organe de coordination du bilinguisme, un groupe d'étude comprenant des représentants de l'Administration et des services qui examinera les questions suivantes et remettra un rapport à cet organe de coordination :

(a) la disponibilité actuelle et éventuelle des ressources de terminologie française dans les domaines professionnels et techniques qui touchent l'Administration des transports aériens;

(b) l'importance et l'accessibilité de cours de formation professionnelle ou technique en français dans les secteurs fonctionnels, dans le cadre de programmes éducatifs distincts de ceux de la fonction publique, quel que soit l'endroit où se donnent ces cours;

(c) la disponibilité réelle ou probable, pour l'Administration des transports aériens, de diplômés ou de recrues ayant suivi des programmes de langue française comme ceux mentionnés à la recommandation 47(b);

(d) la disponibilité réelle ou probable, dans le monde de l'aviation en général, de personnel professionnel ou technique compétent, ayant une bonne expérience du français ou apte à travailler dans cette langue;

(e) les mesures à prendre pour convertir les programmes techniques élémentaires ou avancés offerts par l'École des services de l'air de façon que les recrues ou employés des deux groupes linguistiques officiels bénéficient à titre égal d'une formation équivalente dans la langue officielle de leur choix;

(f) la prestation, dans tous les secteurs fonctionnels, de services compétents et autorisés, chargés de réviser les traductions afin d'assurer l'unité, la précision et la fidélité des textes publiés;

(48) veiller à coordonner, dans la plus grande mesure possible, le travail d'un tel groupe d'étude avec l'aide du personnel du Bureau des traductions du Secrétariat d'Etat en vue d'assurer le maximum d'unité et de fidélité de toutes les traductions techniques dans les domaines spécialisés de l'aviation;

(49) en tenant compte des recommandations 47 et 48,

orales ou écrites des témoins puissent être recueillies et consignées dans la langue officielle choisie par le client;

(40) veiller à ce que d'ici au 31 mars 1975, la Division des services de vol offre dans les deux langues officielles tous les services qu'elle assure de vive voix ou par des moyens visuels;

(41) prendre toutes les mesures nécessaires, par l'entremise de la Direction de la sécurité de l'aviation, afin de s'assurer que, progressivement mais au plus tard le 31 décembre 1975, toute agence de sécurité faisant affaire avec les voyageurs dans les établissements relevant du ministère, quelle soit ou non directement liée par contrat avec l'Administration, puisse en tout temps communiquer avec ces voyageurs dans les deux langues officielles;

(42) en collaboration avec le ministère des Communications, préciser et fortifier de la langue pour obtenir un Certificat d'opérateur radio (aéronautique) en veillant à ce qu'elles ne puissent servir à exclure l'usage du français dans les communications par radio;

(43) aux Services de la circulation aérienne :

(a) comme le français semble être employé *de fait* dans les communications air-sol, redéfinir immédiatement les lignes directrices afin d'autoriser et de régulariser cette pratique, au moins dans les tours de contrôle et les centres où elle est couramment employée sans être encore officiellement acceptée;

(b) mener à terme le sondage entrepris auprès des pilotes, des opérateurs, des contrôleurs, des clubs, écoles et associations afin de déterminer dans quelle mesure les Services de la circulation aérienne doivent et devront opérer dans l'une des deux langues officielles ou les deux pour les régions déjà désignées et préciser l'étendue de ces services d'ici au 31 décembre 1974;

(c) d'ici au 31 décembre 1975, mener un sondage similaire, dans tout le Canada, afin de déterminer dans quelle mesure les communications air-sol se feront dans les deux langues officielles;

(d) veiller à ce que tous les services connexes, comme le classement des plans de vol ou la communication de renseignements sur la météo ou sur d'autres sujets, soient automatiquement et également fournis dans les deux langues officielles, que ce soit par écrit, par télécommunication ou de personne à personne partout où la composition linguistique de la clientèle l'exigera;

(44) faire en sorte que les stations radio-aéronautiques et les services de la circulation aérienne qui diffusent, pour les populations sédentaires ou mobile, des renseignements sur la météo ou des informations générales soient en mesure de la faire dans les deux langues officielles;

LANGUE DE TRAVAIL—RECOMMANDATIONS GÉNÉRALES

(45) déterminer clairement la mesure dans laquelle le ministère entend respecter l'esprit de la Loi sur les langues officielles et l'intention du législateur, de même que l'article 2 de la même Loi, touchant la langue de travail, ainsi que tout objectif et toute ligne directrice émis par le gouvernement ou par un organisme central sur le même sujet; évaluer avec précision jusqu'à quel point, dans les faits, il s'y conforme présentement, et mettre au point des

nira le ministère, tous les services écrits dans les deux langues officielles; ils veilleront également à long terme à assurer les services oraux, en tout temps et dans le meilleur état, dans les deux langues grâce à l'aide financière, la formation linguistique, la main-d'œuvre ou tout autre moyen qu'au besoin le ministère fournira;

(35) faire les démarches requises auprès des compagnies aériennes de transport de passagers qui se servent des aéroports soumis à l'autorité du ministère, afin

(a) que progressivement, dans ces aéroports, elles fassent en sorte que les deux langues officielles soient utilisées pour tous les services rendus par écrit et, au sol, de vive voix, et que, sur demande, le ministère prépare, à l'intention du Commissaire aux langues officielles, un compte rendu des progrès accomplis;

(b) qu'elles soient avisées qu'à partir du renouvellement des baux actuels, cette obligation deviendra une clause contractuelle pour tous les baux;

(36) d'ici au 31 décembre 1974, demander expressément à toute agence publicitaire liée par contrat avec le ministère de prendre toutes les mesures requises pour inciter leurs clients à présenter leur matériel publicitaire en français et en anglais, dans les aéroports soumis à l'autorité du ministère, et, sur demande, préparer à l'intention du Commissaire aux langues officielles un compte rendu des progrès accomplis;

LANGUE DE SERVICE—AVIATION CIVILE

(37) établir immédiatement des lignes de conduite précises dans les secteurs (des télécommunications et de l'électronique (Service des opérateurs radio), et des enquêtes sur les accidents, des services de vol, des services des normes et des règlements de vol et des voies aériennes, lignes de conduite dont la portée sera délimitée pour chaque région administrative et qui respecteront l'intention du législateur selon laquelle toute personne, à quelque catégorie particulière de clientèle qu'elle appartienne, doit avoir le plein accès aux services fédéraux dans la langue officielle de son choix;

(38) en ce qui touche les publications de l'aviation civile, faire en sorte (a) que soit publiée une liste bilingue des publications de l'aviation civile qui indique clairement quels documents sont disponibles en versions française et anglaise séparées, en version bilingue ou en une seule langue;

(b) que, progressivement et conformément à un ordre de priorité établi, toutes les publications destinées au public navigant ou mises à sa disposition soient publiées dans les deux langues officielles et, chaque fois que ce sera possible, en version bilingue;

(c) qu'à l'avenir, tous les documents de réglementation de l'aviation comme les Règlements de l'air, les Ordonnances sur la navigation aérienne et leurs modifications paraissent en version bilingue;

(d) que tous les documents assimilables à des permis existent en version bilingue d'ici au 31 décembre 1974;

(39) faire en sorte que désormais, la Direction des enquêtes sur les accidents, au siège et dans les différentes régions, soit dotée, aux postes de surveillants et d'enquêteurs, de titulaires suffisamment bilingues pour que les dépôts

(29) dans le cas des assemblées publiques, de la correspondance ou des communications juridiques touchant la construction, l'expansion ou le réaménagement d'aéroports importants (surtout internationaux), adopter et appliquer des mesures suivant lesquelles l'Administration diffusera dans les deux langues officielles toute la documentation destinée au public et, si l'on s'attend que des membres des deux groupes linguistiques assisteront à une assemblée publique, voir à ce que le ministre ou l'Administration soit en mesure de faire des présentations ou de répondre aux questions dans les deux langues officielles;

(30) en collaboration avec tout organisme fédéral concerné, terminer la mise en ordinateur des devis-types dans les deux langues officielles d'ici au 31 mars 1976;

(31) faire en sorte que durant toutes les heures d'ouverture, les kiosques d'information de tous les aéroports internationaux soient dotés d'un personnel dont toutes les équipes pourront automatiquement, spontanément et de façon égale, servir le public dans les deux langues officielles;

(32) pour ce qui est de tous les systèmes de renseignements et de communication avec le public, que l'Administration en soit propriétaire ou qu'elle l'exploite;

(a) voir à ce que tous les vols soient annoncés dans les deux langues officielles;

(b) quand le MDT/ACTA ou d'autres organismes ont recours à ces systèmes pour faire appeler des membres du public, faire l'impossible pour déterminer et employer la langue officielle appropriée ou, en cas de doute, faire l'appel dans les deux langues officielles;

(c) afin d'éviter des infractions à la Loi sur les langues officielles à cet égard, encourager par des mesures concrètes l'utilisation maximale de tableaux d'annonce et d'appel entièrement bilingues;

(33) faire en sorte que, d'ici au 31 mars 1975, tous les écrans permanents aux aéroports sous la responsabilité du ministre soient entièrement et correctement bilingues et que tout écran installé ou que l'on installera temporairement le soit aussi;

(34) en ce qui a trait aux concessionnaires et aux locataires d'aires ou d'installations dans les établissements du ministère ou de l'Administration, élaborer une ligne de conduite, fixer les obligations contractuelles ou autres qui s'imposent, les appliquer et apporter l'aide voulue dans tous les aéroports nationaux et internationaux qui offrent des services réguliers, d'ici le 31 mars 1975, de sorte que :

(a) en priorité, les sociétés concessionnaires ou locataires importantes comme les restaurants, les kiosques à journaux, les services de louage de voiture et autres offrent désormais leurs services, oralement et par écrit, dans les deux langues officielles durant toutes les heures d'ouverture;

(b) d'ici au 30 juin 1975, tous les autres concessionnaires de moindre importance (par exemple, les entreprises familiales ou services assurés par une seule personne) offriront, avec l'aide financière et technique que four-

(19) faire en sorte que tout matériel d'information, dépliants, brochures, affiches, etc., qui est exposé et distribué dans les locaux du MDT/ACTA et qui provient soit du MDT/ACTA ou d'une institution fédérale, soit de tout autre organisme ou individu qui assure des services destinés au public en vertu d'un contrat avec le MDT/ACTA soit, dorénavant, disponible systématiquement en version bilingue ou en versions équivalentes en français et en anglais;

(20) prendre toutes les mesures nécessaires pour vérifier la qualité linguistique de ce genre de matériel d'information afin d'assurer que les renseignements soient également bien présentés et sans erreurs dans les deux langues; (21) veiller directement ou par l'intermédiaire du ministère des Travaux publics ou de tout autre organisme intéressé, à rendre, d'ici au 31 mars 1975, entièrement et correctement bilingues tous les écrits de l'identité des édifices et des bureaux occupés par le MDT/ACTA, les tableaux indicateurs et les panneaux de direction;

(22) voir à ce que tous les autres articles comme les en-têtes de lettres, les cartes d'invitation, les insignes, les décalques, les timbres, les logotypes qui servent à identifier le ministère ou l'Administration et ses employés, ainsi que ses véhicules, aéronefs ou autre équipement, soient entièrement bilingues d'ici au 31 mars 1975; (23) dorénavant, faire en sorte que tous les baux et contrats liant le MDT/ACTA soient disponibles dans les deux langues officielles et en informer expressément tous les entrepreneurs soumissionnaires;

(24) veiller à ce que dans les cas où des appels d'offres apparaissent dans les publications régulières ou professionnelles, tout soit mis en œuvre afin que les entrepreneurs éventuels des deux groupes linguistiques soient avisés, dans leur langue respective et ce, de quelque région administrative qu'il s'agisse; (25) faire en sorte que, dorénavant, tous les plans et cahiers des charges normatisés (c'est-à-dire destinés à servir plus d'une fois) soient automatiquement disponibles en français et en anglais dans le cas d'appels d'offres lancés dans tout le pays ou dans des régions où il existe des sociétés faisant affaire dans les deux langues officielles, et bien informer les soumissionnaires qu'ils peuvent les obtenir;

(26) dans le cas de contrats particuliers, veiller désormais à ce que les plans et cahiers des charges soient accessibles dans l'une des deux langues officielles ou dans les deux suivant la ou les langue(s) officielle(s) de l'entreprise et des employés;

(27) pour ce qui est du paiement ou de la réception de comptes, de l'achat de matériel, de la publication d'appels d'offres et autres, faire en sorte que les services administratifs ou financiers, au siège ou dans un bureau régional, communiquent automatiquement avec les particuliers, clients ou fournisseurs, dans la langue officielle choisie par ces derniers;

(28) que les Services du personnel, au siège ou dans un bureau régional, diffusent automatiquement dans les deux langues officielles les avis de concours qui touchent le public ou des fonctionnaires des deux groupes linguistiques officiels, quelles que soient les exigences linguistiques du poste offert, et veillent particulièrement à les communiquer aux quotidiens, hebdomadaires ou publications professionnelles dans la langue officielle de la minorité de cette région;

les deux langues officielles et que tous les annuaires du gouvernement fédéral utilisés soient également bilingues;

(11) faire en sorte, pour tous les bureaux de l'Administration au pays dont les numéros des renseignements sont inscrits dans les annuaires locaux, (a) que le bureau soit inscrit à ce numéro dans les deux langues officielles, et (b) le cas échéant, que l'appel soit transmis à un employé dont la compétence, tant professionnelle que linguistique, lui permet de répondre avec efficacité;

(12) prendre les mesures nécessaires, dans les bureaux de l'Administration qui n'ont pas fait publier un numéro de renseignements dans les annuaires locaux, pour que tout appel soit reçu dans les deux langues officielles et acheminé aux fonctionnaires compétents aptes à répondre dans la langue appropriée;

(13) partout où l'Administration entretient une correspondance régulière avec le public, se renseigner bien précisément sur la langue officielle préférée par le correspondant et, pour tout autre échange de lettres, ne pas dévier de sa politique préconisée, c'est-à-dire de répondre à chaque client dans sa propre langue ou, lorsque les communications émanent de l'Administration, d'écrire au destinataire dans la langue officielle qui semble la plus apte à répondre à ses désirs;

(14) au siège et dans toutes les régions, faire en sorte que toutes les subdivisions disposent de services de transcription ou de révision bilingues appropriées, ainsi que du matériel nécessaire (par exemple, des machines à écrire à clavier bilingue, etc.) afin d'assurer que les textes français et anglais préparés sur place sont de même qualité à tous points de vue;

(15) d'ici au 31 mars 1975, publier et distribuer en version bilingue tous les formulaires encore unilingues préparés au siège du MDT/ACTA et destinés au public;

(16) faire immédiatement l'inventaire de tous les formulaires préparés par les services régionaux et voir à ce qu'ils soient tous publiés en version bilingue d'ici au 31 mars 1975;

(17) encourager le public à préciser sur tout formulaire mis en circulation à l'échelle nationale ou régionale la langue officielle dans laquelle il aimerait qu'on le serve à l'avenir, soit (a) en prévoyant, dans la conception de chaque formulaire une indication quant à la langue préférée, soit (b) en joignant à chaque formulaire une invitation à mentionner la langue officielle de son choix;

(18) dorénavant, lancer toutes les campagnes de promotion, d'information et d'éducation à l'intention du public dans les deux langues officielles, c'est-à-dire (a) fournir toute documentation simultanément en français et en anglais, (b) mettre également à la disposition du public tous documents visuels utilisés dans les deux langues officielles et, (c) au besoin, prononcer de courtes allocutions ou répondre aux questions en français ou en anglais;

(4) en fonction de tous les aspects de son observation institutionnelle de la Loi, formuler et distribuer, aux niveaux de direction appropriés, un programme complet de planification de la main-d'œuvre portant sur les domaines du recrutement, de la répartition, de la formation, du perfectionnement professionnel et autres, qui tiendra compte des exigences d'ordre administratif, (a) pour fournir tous les services au public dans la langue officielle de son choix, et (b) pour donner à chacun de ses employés la possibilité de travailler et de faire carrière dans l'une ou l'autre des langues officielles;

LANGUE DE SERVICE—RECOMMANDATIONS GÉNÉRALES

(5) en se basant sur le présent rapport, confier à certains membres du groupe de coordination en bilinguisme de l'Administration la tâche d'analyser systématiquement tous les aspects pertinents des contacts avec le public, tant au siège que dans les régions, afin de déterminer :

(a) quelle sorte de public est touché par ces services et dans quelle mesure;

(b) l'état actuel et les prévisions de demandes de service dans l'une ou l'autre des langues officielles ou les deux;

(c) la capacité actuelle de l'Administration de répondre à ces demandes, et

(d) tous les moyens possibles de répartir la capacité actuelle et de l'accroître afin d'assurer que tant le public anglophone que le public francophone ont également accès aux mêmes services;

(6) en fonction des besoins en formation des employés de l'Administration, clarifier, codifier et expliquer toute déclaration de principe existante sur la langue dans laquelle doivent être servis ses clients;

(7) énoncer et faire connaître à toutes les subdivisions administratives de l'Administration, partout au Canada, une conception et une définition administrative de la « demande » dans laquelle il sera clairement expliqué que, dans tous les cas où les clients et le personnel de l'Administration n'appartiennent pas au même groupe linguistique, c'est à l'institution fédérale et non pas au client qu'il incombe de respecter le choix de la langue officielle préférée par l'autre partie à la transaction;

(8) charger un administrateur particulier dans chaque région de la responsabilité d'assurer la fonction précise de coordonner et de contrôler l'application de tous les aspects du programme de bilinguisme portant sur les services rendus;

(9) adopter et appliquer, au siège comme dans toutes les régions, une politique suivant laquelle tous les postes importants dont les fonctions comportent des contacts directs avec le public seront dotés de personnel bilingue en vue d'assurer à toutes ses clientèles (population résidente, voyageurs, représentants du monde de l'aviation en général ou des transporteurs aériens en particuliers) des services dans les deux langues officielles pendant toutes les heures d'activités;

(10) prendre officiellement contact avec le ministère des Communications pour s'assurer que toutes les inscriptions du ministère ou de l'Administration dans les annuaires téléphoniques partout au Canada y figurent dans

enregistrés, chaque fois, quant on a eu recours à des méthodes de ce genre.

C'est dans cette optique que le Commissaire a recommandé à l'Administration canadienne des transports aériens :

PROCESSUS D'ÉLABORATION DE LA POLITIQUE

(1) Dès le 31 mars 1975 et conformément aux recommandations suivantes, élaborer un programme de bilinguisme logique qui identifie tous les aspects des obligations du ministère et de l'Administration envers ses publics et ses employés en vertu de la Loi sur les langues officielles, expose quelles seront les modalités adoptées pour y satisfaire, nomme les administrateurs et les coordonnateurs qui en seront chargés et établit les priorités, buts administratifs et échéances appropriées;

(2) Établir, au sein de l'ACTA, un organe général de coordination du bilinguisme, habilité à promouvoir et mettre en application le programme susmentionné, qui fera régulièrement rapport des progrès réalisés à l'Administrateur des transports aériens; celui-ci pourra ainsi prendre toutes les mesures rectificatives qui s'imposent et, de son côté, le ministère sera en mesure d'informer le Commissaire aux langues officielles du cheminement du programme;

(3) organiser un programme d'information connexe portant sur :

- (a) la sensibilisation de la direction de l'Administration, tant à son siège que dans les régions administratives, à l'obligation qu'elle a :
 - de faire en sorte que le public soit pleinement conscient de son droit à recevoir tous les services de l'Administration dans la langue officielle de son choix;
 - d'assurer que ce choix soit offert entièrement et automatiquement, à l'échelle de l'Administration, et non seulement sur demande expresse;
- (b) l'obligation de l'Administration,
 - d'offrir au public de l'Administration un choix quant à la langue officielle;
 - de transmettre toute demande de service faite dans la langue officielle minoritaire à laquelle un employé ne peut répondre lui-même à un autre employé compétent et parlant ladite langue;
- (c) la reconnaissance, par la direction de l'Administration, tant à son siège que dans tout le pays, des attentes justifiées des employés dans le domaine de la langue de travail et des mesures prises ou proposées par l'Administration en vue de respecter la Loi sur ce point;

(d) la notification de tous les employés de ce qu'ils sont en droit d'attendre quant à la langue de travail et aux dispositions que l'Administration a prises officielles lorsqu'il s'agit de l'usage interne de l'anglais ou du français, conformément au principe de l'égalité de statut énoncé à l'article 2 de la Loi;

1. Dans les pages qui suivent, l'expression MDT au ministère se rapporte au ministère des Transports; de même, ACTA ou Administration se rapporte à l'Administration canadienne des transports aériens.

L'équipe a toutefois noté la nette tendance de l'ACTA à invoquer ces obstacles comme motifs d'une virtuelle impossibilité à observer la Loi sur les langues officielles et comme excuses aux carences relevées. Or, il est peut-être permis de partir de l'hypothèse inverse, à savoir, que c'est précisément la gravité des problèmes qui rend indispensable la modification radicale de la stratégie suivie par l'ACTA pour satis- faire aux exigences de la Loi. Elle ne saurait en effet surmonter ses difficultés tant qu'elle ne se sera pas donné une stratégie du bilinguisme à la fois complète et globale, ancrée dans une analyse rationnelle de ses obligations vis-à-vis de son personnel et de ses publics sédentaires et itinérants et axée sur la constitution d'un appareil administratif solide, chargé des applications et du contrôle. C'est une façon de voir que renforcent les résultats encourageants déjà mentionnés : ils ont été

ni autre. L'ensemble des enseignements de ces observations, il faut les replacer en contexte. L'Administration canadienne des trans- ports aériens est, dans une large mesure, chargée de travaux extrême- ment techniques et spécialisés dans un secteur d'activités que l'anglais domine tant sur le plan international que national et dans quasiment tous les domaines. A tel point que l'indigence des ressources de langue française constitue une difficulté réelle en matière de réforme linguis- tique dans cette branche. Et le problème se trouve encore compliqué du fait que la principale raison d'être de l'ACTA est d'assurer la sé- curité des équipages et des passagers, et que l'on ne peut, par consé- quent, le plus souvent tolérer aucune marge d'erreur, ni linguistique,

de leur langue dans le travail. Il reste que pour tirer les enseignements de ces observations, il faut les replacer en contexte. L'Administration canadienne des trans- ports aériens est, dans une large mesure, chargée de travaux extrême- ment techniques et spécialisés dans un secteur d'activités que l'anglais domine tant sur le plan international que national et dans quasiment tous les domaines. A tel point que l'indigence des ressources de langue française constitue une difficulté réelle en matière de réforme linguis- tique dans cette branche. Et le problème se trouve encore compliqué du fait que la principale raison d'être de l'ACTA est d'assurer la sé- curité des équipages et des passagers, et que l'on ne peut, par consé- quent, le plus souvent tolérer aucune marge d'erreur, ni linguistique,

Le groupe d'étude a à nouveau remarqué que la situation pourrait être considérablement améliorée si l'on créait le contexte indispensable à l'équilibre du français et de l'anglais en tant que langues de travail. L'école de l'ACTA, par exemple, qui a pratiquement l'exclusivité de la formation technique destinée au personnel, ne dispense qu'en anglais la majeure partie de son enseignement. De plus, la proportion des manuels, guides et autres instruments de travail disponible en français reste relativement faible et il n'existe aucun programme pour y remédier. Enfin, hors du Québec, les employés francophones ne sont jamais assez nombreux en un même endroit pour soutenir et promouvoir l'utilisation de leur langue dans le travail.

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oraux et écrits de portée générale (inscriptions dans les annuaires, salutation téléphonique, services de comptoir, publications et correspondance), à deux notables exceptions près.

L'équipe a en effet noté que d'une part la plupart des formulaires à l'usage du public et d'autre part pratiquement toute la signalisation des aéroports avaient été bilingués dans tout le pays avant que leur étude ne s'achève. Il est, à ce titre, intéressant de remarquer que ce sont là les deux seuls domaines auxquels l'ACTA ait appliqué sa procédure normale de planification de la politique, à savoir : établir des objectifs clairement définis, désignation de cadres chargés des réalisations et examen périodique des résultats du programme.

L'ACTA a également fait certains progrès dans l'offre de services bilingues à ses publics plus spécialisés. Les appels d'offres portant sur des chantiers de construction ou des ensembles électroniques sont en général publiés, comme il se doit, en français et en anglais dans les organes de presse et les revues professionnelles voulus. Il est, en outre, tenu compte des préférences linguistiques des soumissionnaires lors de la rédaction des contrats au siège et dans la région du Québec. Il existe aussi, désormais, un plan de bilinguisation intégral des descriptifs qui permet, par recours à l'informatic, d'en disposer sans retard.

De surcroît l'ACTA a inauguré, alors même que l'étude se poursuivait, des programmes visant à résoudre deux problèmes comptant parmi les plus durables et insolubles dans le domaine des services au public. La Direction générale des services des aéroports et de la construction a fait connaître son intention d'installer dans toutes les aéroports internationales des kiosques de renseignements qui seront dotés, au moins en partie, d'un personnel bilingue, pour que le public puisse accéder aussi bien en français qu'en anglais à l'information et aux services des concessionnaires. De son côté, la Direction générale de l'aéronautique civile s'est engagée de manière significative dans la voie de la reconnaissance du français comme langue officielle de l'aviation, d'une part en autorisant son emploi par cinq aéroports québécois dans les communications air-sol, d'autre part en instituant un programme à long terme pour la diffusion dans les deux langues officielles de toutes les publications intéressant l'aéronautique civile.

Un des problèmes qui subsistent en matière de services satisfaisants au public dans les deux langues officielles vient de ce que l'ACTA manque, relativement parlant, d'agents francophones. Dans son examen de la structure interne de l'organisme, le groupe d'étude a pu constater que cette faiblesse influait directement sur le statut du français comme langue de travail.

Si l'on en croit les données fournies aux enquêteurs, l'ACTA n'emploie que 10 % de personnes dont la langue maternelle est le fran-

offrir régulièrement et également dans les deux langues ses services

Il a été constaté que, en dehors du Québec, l'ACTA tend à ne pas

à travailler dans leur langue.

prévaloir quant à leurs devoirs face au public et à leurs droits légitimes

officielles que l'indigence de l'information dont les employés ont pu se

et à la nécessité de les fournir automatiquement dans les deux langues

cepts administratifs relatifs à la supposition d'une demande de services

autant l'incompréhension à laquelle se sont heurtés d'importants con-

sentir que la relative absence de programmes dynamiques. Elle explique

Les répercussions de cette passivité se sont plus gravement fait

action tendait à rester fragmentaire.

centraux ou les recommandations du Commissaire. Même alors, son

de réagir lorsqu'elle y était poussée par les directives des organismes

cantonée dans un rôle presque exclusivement passif, se contentant

nition d'une politique des langues officielles, l'ACTA s'était, depuis,

manquaient de rigueur et de précision. Finalement, en matière de défi-

peu de directives avaient vu le jour, et celles qui avaient été préparées

nirait. Cette initiative avait toutefois échoué pour diverses raisons; fort

décisionnel capable de traduire en réalisations la politique qu'il défi-

ses obligations et pris certaines mesures visant à instituer un appareil

les langues officielles, consenti des efforts prometteurs pour déterminer

tion des transports aériens avait, à l'époque du passage de la Loi sur

Le groupe d'étude a ainsi été amené à constater que l'Administra-

cune des six régions de l'ACTA.

1974, cent vingt entretiens avec des cadres du siège central et de cha-

la documentation pertinente et organisé, de novembre 1973 à mars

en français qu'en anglais. Ce faisant, l'équipe a soigneusement analysé

son choix et la possibilité, pour le personnel, de travailler aussi bien

programmes intéressant alors le service du public dans la langue de

plus particulièrement axé sur sa politique des langues officielles et les

de procéder à un examen approfondi du fonctionnement de l'ACTA,

ses obligations en matière de langue. C'est pourquoi il avait été décidé

l'attention du Commissaire sur les difficultés de l'ACTA à satisfaire à

qui en avaient résulté et un certain nombre de plaintes avaient attiré

tivement sur les aéroports de Toronto et d'Ottawa), les activités de suivi

Deux études antérieures (entreprises en 1971 et portant respec-

être en mesure de poursuivre dans la langue de leur choix.

francophones devraient, au même titre que leurs collègues anglophones,

agents des Transports), elle offre un large éventail de carrières que les

employeurs de la fonction publique (avec à peu près les deux tiers des

phones. Troisièrement, du fait qu'elle constitue l'un des plus gros

gers et du personnel navigant, qu'il s'agisse de francophones ou d'anglo-

joue un rôle critique en matière de garantie de la sécurité des passa-

Tout d'abord, en tant qu'administration chargée de la gestion de l'ensemble des aéroports canadiens, qu'ils desservent le réseau international ou intérieur, l'ACTA se trouve, par personnel et concessionnaires interposés, journellement en rapport avec un public très nombreux de voyageurs vis-à-vis desquels la Loi sur les langues officielles lui impose des obligations tout à fait claires. Deuxièmement, au titre d'agence responsable de la réglementation de l'aviation civile canadienne, elle

Le Bureau du Commissaire a été conduit à consacrer une étude spéciale à l'Administration canadienne des transports aériens (ACTA) par plusieurs considérations.

ÉTUDE SPÉCIALE—ADMINISTRATION CANADIENNE DES TRANSPORTS AÉRIENS

L'ACTA prétend que les messages par haut-parleurs sont transmis soit dans la langue que l'on suppose être celle de l'intéressé, soit en anglais et en français quand un doute subsiste, et qu'elle a exigé de ses concessionnaires qu'ils procèdent de la même façon. Elle se dit néanmoins impuissante à obliger les compagnies aériennes, pourtant les plus fréquentes usagères du système d'annonces à Ottawa comme à Toronto, à suivre cette règle et, pour l'instant, n'envisage que la persuasion pour les amener à s'y conformer.

En novembre 1973, l'ACTA a émis une directive énonçant sa ligne de conduite en ce qui concerne les services assurés par les concessionnaires dans les aéroports dont elle est responsable. Ce document prévoyait notamment que, à Ottawa comme à Toronto, tout avis écrit ou imprimé devrait obligatoirement être affiché ou autrement mis à la disposition du public et en français et en anglais. Il était en outre prévu que les titulaires de concessions seraient tenus d'« engager un personnel ayant une connaissance suffisante des deux langues pour assurer, à toute heure, des services bilingues au public », à l'aéroport d'Ottawa et d'« embaucher ou de former (c'est le ministère lui-même qui le souligne) un nombre suffisant d'employés bilingues pour que, à toute heure, un agent parlant les deux langues soit à la disposition de la clientèle » à Toronto. Malheureusement, si ces clauses doivent effectivement être incorporées aux contrats signés par tous les concessionnaires, l'Administration entend faire preuve d'indulgence dans les faits, ce qui ne peut manquer de créer une situation où théorie et pratique seront fort éloignées l'une de l'autre.

de ce fait, rester unilingues en attendant l'achèvement du nouveau réseau de voies d'approche, c'est-à-dire jusqu'à la fin de 1977.

Du reste, comme par le passé, la majorité des 55 plaintes qui nous ont été adressées au sujet du ministère concernent en fait l'ACTA. Et l'on en vient à se demander comment un organisme comme les Transports, spécialisé qu'il est dans l'acheminement des personnes et marchandises, peut être si immobiliste lorsqu'il s'agit de progresser par rapport à des recommandations qui, si elles étaient mises en application dans tous les aéroports dont il est responsable, suffiraient probablement à freiner le train des plaintes. Dans l'état actuel des choses, les voyageurs désireux d'éviter les ulcères sont contraints à slalomer entre les mille petites irritations que leur réservent les concessionnaires, propriétaires des restaurants, kiosques à journaux, agences de location de voitures, services d'autocars et parcs de stationnement.

Pendant la période qui nous intéresse, l'ACTA a continué de réagir avec mollesse aux critiques qu'on lui a faites et même quand elle avait résolu d'agir, c'est avec toute la vigueur d'un plat de nouilles qu'elle est passée aux actes. Plus positivement, ajoutons qu'elle a tout de même enregistré certains progrès, limités certes, mais non moins réels, puisqu'elle distribue désormais un permis de pilotage libellé en français et publiera enfin dans les deux langues son Flight Information Manual. Finalement, dans une perspective plus générale de changement, le ministère a constitué un groupe spécial chargé d'étudier la question du bilinguisme dans le contexte des communications opérationnelles.

Tout cela est beau, mais—il faut le dire—un peu tardif. Et reste que le souhait du Parlement, un Canada où, toujours et partout, chaque Canadien puisse se sentir chez lui, ne sera pas exaucé tant que certains dragons fort réticents du mandarinat du ministère n'accepteront pas avec le sourire (ne fût-ce qu'un sourire crispé et commercial) les dispositions de la Loi, et tout particulièrement celles de l'article 10, où le vieil adage qui veut que les voyages forment la jeunesse prend une coloration nouvelle par l'addition de : « et l'égalité linguistique ».

Les études consacrées aux aéroports d'Ottawa et de Toronto, qui se sont respectivement achevées en décembre 1970 et avril 1971, ont débouché sur des recommandations sinon identiques du moins analogues quant à la signalisation, aux services assurés par les concessionnaires et au système d'annonces par haut-parleurs.

L'ACTA a fait savoir qu'elle avait pratiquement atteint le but maintes fois manqué que constitue la bilinguisation de la signalisation intérieure et extérieure qui relève de sa compétence et qui est visible des usagers. Toutefois, si l'on en croit l'Administration, certains panneaux placés sur les routes qui mènent aux aéroports de Toronto ne sauraient, pour des raisons de sécurité routière, être bilingués. Ils

Le ministère, en dépit des problèmes graves qui persistent, a montré, cette année, une attitude plus positive et plus prometteuse à l'égard de la Loi sur les langues officielles. Il a, plus particulièrement, réagi avec célérité aux 82 recommandations que nous lui avons adressées à la suite d'une étude spéciale de l'Administration canadienne des transports aériens (ACTA). L'institution a fait preuve d'initiative en arrêtant un plan préliminaire pour mettre en œuvre ces recommandations. Toutefois, quatre ans après que le Bureau du Commissaire a formulé trois recommandations (découlant de deux études d'importance secondaire), une seule — celle qui porte sur la signalisation — est sur le point d'être pleinement appliquée.

APPRECIATION

TRANSPORTS — « La petite diligence »

2049	Ottawa	Erreur dans la traduction d'un en-tête d'un bulletin de la Division de l'éducation.	Mesures correctives
2286	Ottawa	Cachets unilingues anglais.	Mesures correctives
2326	Ottawa	Pièce qualité du français d'une lettre.	Mesures correctives
2373	Toronto	Appel téléphonique en anglais à un francophone.	Mesures correctives
2408	Ottawa	Une enquêteuse anglophone unilingue	Explications
2484	Ottawa	Dans une enquête sur la main-d'œuvre hautement qualifiée, aucune mention n'est faite du bilinguisme comme élément de compétence.	Retrait
2632	Saskatchewan	Questionnaire unilingue anglais à un francophone.	Explications
2643	Ottawa	Mauvaise présentation d'un calendrier	Explications
3038	Ottawa	Formule de recensement unilingue anglaise adressée à des professeurs de français par la Division de l'éducation, de la science et de la culture.	Explications
3085	Ottawa	Pièce qualité du français d'une lettre formelle et usage d'un cachet unilingue anglais.	Mesures correctives
3105	Ottawa	Réponse en anglais à une francophone.	Mesures correctives
3358	Ottawa	Note de service distribuée en anglais	Mesures correctives
		seulement: Direction du personnel.	Mesures correctives

1789	Ottawa	Griefs concernant la rémunération et la classification d'un fonctionnaire.
PLAINTES		
DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
<p>Le Bureau du Commissaire a également recommandé qu'il y ait, en l'absence de représentants bilingues, du personnel bilingue au moins au niveau de la circonscription électorale afin d'offrir des services égaux dans les deux langues officielles. L'organisme a l'intention de laisser les directeurs régionaux choisir la meilleure façon d'assurer un effectif bilingue dans leur région.</p> <p>Selon Statistique Canada, la distribution des questionnaires pose une autre problème, en raison de difficultés techniques, paraît-il insurmontables, qu'entraîne l'utilisation d'un questionnaire bilingue. En 1976, on utilisera des questionnaires français et anglais distincts. Toutefois, Statistique Canada a l'intention de présenter des questionnaires dans la langue choisie par le répondant uniquement lorsque celui-ci est à son domicile le jour de la visite des représentants ; contrairement à ce qui a été recommandé, on ne laissera pas deux questionnaires, un en français et l'autre en anglais, quand les répondants seront absents et on n'effectuera pas une deuxième visite. Les représentants tenteront, cependant, de déterminer la langue préférée du répondant et, en cas d'erreur, ce dernier pourra s'adresser au centre d'information par téléphone pour obtenir le questionnaire dans la langue voulue. Par ailleurs, Statistique Canada n'a fait aucun effort jusqu'à présent pour informer les groupes et associations qui représentent les francophones ou les anglophones des mesures qu'il entend prendre en vue de faire appliquer la Loi, mais il envisage de contacter des groupes francophones afin d'expliquer ce qu'il entend faire pour assurer que la publicité du recensement de 1976 soit accessible dans la langue officielle choisie.</p>		

Une seconde étude, terminée en août 1972, a permis de faire 13 recommandations portant sur le recensement de 1976. Afin d'être en mesure d'appliquer la plupart de ces recommandations, Statistique Canada doit accepter et mettre en pratique le principe selon lequel il existe une demande suffisante et régulière de services dans les deux langues officielles d'un océan à l'autre. Bien que l'organisme ait fait savoir, en novembre 1974, dans la réponse adressée à notre Bureau, qu'il acceptait ce principe, il ne l'a pas entièrement mis en pratique lorsqu'il a planifié la mise en œuvre des recommandations.

Les services bilingues se limiteront principalement aux secteurs de dénombrement situés dans les districts déclarés bilingues, ou proposés à ce titre, et aux autres secteurs de dénombrement ayant une minorité de langue officielle de 10 % ou plus. Il ne s'agit donc, de la part de Statistique Canada, que d'une reconnaissance partielle de la recommandation principale, voulant que l'organisme parte du principe qu'il existe une demande de services en français et en anglais dans tout le pays. En réalité, le critère de 10 % n'est pas assez souple. Il peut arriver qu'un groupe linguistique minoritaire, qui ne représente pas 10 % de la population d'une région, soit suffisamment grand et s'étende sur deux secteurs de dénombrement ou plus, où prédomine l'autre langue officielle. En outre, le fait que dans certains secteurs de dénombrement à forte densité, un grand nombre de citoyens puissent être privés du service dans la langue officielle de leur choix, invite à moins de rigidité.

Statistique Canada a fait savoir qu'il prévoyait mettre en œuvre la plupart des recommandations pour le recensement de 1976. L'organisme a convenu en particulier de tenir un registre des questionnaires recueillis dans chaque région d'énumération selon la langue officielle employée par les répondants, d'utiliser la langue de ces derniers lorsque des renseignements supplémentaires sont nécessaires et d'inclure une étude des implications de la Loi dans les programmes de formation destinés aux commissaires au recensement. Il a accepté, en outre, d'offrir les services en français et en anglais dans les centres d'information par téléphone, de mobiliser les crédits et les années-homme nécessaires à l'observation de la Loi et, dans la mesure du possible, d'appliquer aux autres recensements les recommandations faites par le Bureau à la suite de la deuxième étude. Cependant, Statistique Canada n'a l'intention de faire appel à des représentants du recensement bilingues que dans les unités primaires d'échantillonnage comprenant un groupe linguistique minoritaire qui représente 10 % de la population ou plus. Si l'organisme suit ses propres plans, un certain nombre de problèmes qui se sont présentés dans les recensements antérieurs, seront évités ; d'autres, cependant, subsisteront.

Le premier problème concerne le recrutement. Statistique Canada a exprimé le désir d'engager des commissaires au recensement bilingues

STATISTIQUES CANADA — « Cent mille chansons »

APPRECIATION

Reste, cette année encore, la difficulté qu'éprouve l'organisme à recruter les diplômés en agronomie dont les connaissances linguistiques lui permettaient d'offrir des services bilingues dans les 26 bureaux cités par l'étude spéciale de 1971. Sept de ces localités (Peace River, Athabasca, North Battleford, Saskatoon, Prince-Albert, Portage-la-Prairie et Brandon) restent des points sombres. Signalons pourtant que certains des agents qui y sont employés suivent des cours de langue et que la prestation des services voulus est assurée à partir d'antennes voisines; dans l'immédiat et, en attendant mieux, ces palliatifs peuvent être considérés comme admissibles.

La SCA s'est intéressée de près aux programmes de formation linguistique et d'entretien des connaissances et a bilinguisé sa signalisation, sa publicité, ses cartes de visite et ses insertions dans les annuaires. Tous sujets dont il est, notons-le, question dans ses directives sur le bilinguisme parues en 1973.

Les communautés prophétiques, mais oscillantes, de Statistique Canada sur l'indice du coût de la vie peuvent donner une indigestion à ceux qui ont encore les moyens de se nourrir. De la même façon, son indice de rendement en ce qui a trait à la mise en œuvre de nos recommandations a tendance à fluctuer entre le vaguement rassurant et le douloureusement inquiet, et cela, même si cet organisme a réglé avec célérité les 13 plaintes qui ont été déposées contre lui. Le lecteur pourra constater ci-dessous qu'en dépit de certains progrès, la situation à Statistique Canada ne s'est guère améliorée depuis l'an dernier. On peut d'ailleurs affirmer sans crainte de se tromper que lors du recensement de 1976, nombreux seront les citoyens à n'être pas servis dans la langue officielle de leur choix. L'égalité de statut des deux langues officielles n'est pas encore chose assurée, et elle ne le sera pas tant que Statistique Canada ne reconnaîtra pas (sans embrouillamini technique ou administratif) qu'il existe une demande de services en anglais et en français partout au Canada.

Sept recommandations ont suivi une première étude de Statistique Canada qui a pris fin en janvier 1972. En novembre 1974, l'organisme en avait appliqué quatre : deux relatives au programme des publications et deux portant sur la Division de l'information. Sur les trois autres recommandations, deux—qui traitent de certaines méthodes de recensement et de publicité—doivent être mises en vigueur pour le recensement de 1976 ; la dernière—qui aborde le recrutement de commissaires au recensement bilingues—pose encore des difficultés.

lingue, à un poste de chef de service à la succursale de Montréal de la SCHL.

La Société a répondu que la nomination était fondée sur le mérite et sur les qualités professionnelles de l'employé. Sans être « couramment bilingue », il avait toutefois terminé le troisième degré des cours de langue de la Commission de la fonction publique et maîtrisait suffisamment le français pour exécuter convenablement son travail. La société donnait en outre l'assurance que le public serait servi dans les deux langues officielles et que les employés de la succursale pourraient utiliser le français comme langue de travail. Dans sa réponse, le Commissaire a pris bonne note des garanties données par les responsables de la SCHL en ce qui concerne les droits linguistiques des employés et du public.

DOSSIER N° LIEU NATURE DE LA PLAINTÉ RÉSULTAT

1310	Ottawa	Inscription unilingue sur matériaux de construction.	Mesures correctives
2284	Ottawa	Réponses en anglais à un francophone : service d'information.	Mesures correctives
2353	Ottawa	Deux publications sont disponibles en anglais seulement.	Mesures correctives
2429	Ottawa	Lettre unilingue anglaise.	Explications
2492	Chibougamau (Québec)	Annonce unilingue française dans <i>La Sentinelle</i> .	Mesures correctives
2977	Ottawa	Dans la revue <i>Habitat</i> , le compte rendu des livres n'est pas traduit en français.	Mesures correctives
3246	Ottawa	Le nom de la société est gravé en anglais seulement sur un stylo.	Mesures correctives

APPRECIATION

La Société du crédit agricole doit avoir cultivé quelque démarqueur de compagnie d'assurances mutuelles contre les intempéries linguistiques. Elle avait en effet, dès juillet 1974, réussi à faire germer six des huit recommandations formulées dans le cadre de l'étude spéciale de 1971 et à ne récolter aucune plainte. C'est tout à son crédit qui, soit dit en passant, s'est encore amélioré, linguistiquement parlant.

Dossier n° 2186—Chef de service à Montréal

Un groupe d'employés de la Société se plaint dans une lettre anonyme de la nomination d'un anglophone, qu'ils qualifient d'uni-

PLAINTES

Il ressort du document en question que, outre des cours de langue « maison », où le taux de réussite est élevé, la SCHL offre un enseignement spécialisé (administration, secrétariat, etc.) dans le cadre de son programme d'entretien des connaissances. Elle vient par ailleurs de se donner une politique des langues officielles axée sur quatre questions : langue de service, langue de travail, exigences linguistiques des postes et unités de langue française. Enfin, la SCHL a ajouté avoir lancé un programme qui permettra d'évaluer les connaissances en langue se-

Face au problème que posent les tuiles de l'inflation, peut-être serait-il bon que, faisant abstraction des préjugés corporatifs, la SCHL songe à assurer aux Canadiens un logement minimum garanti à l'aide de quelques pétrordinars en mal d'un toit. Quoi qu'il en soit, malgré sept petites lézardes, l'institution reste l'un des piliers de l'édifice linguistique.

Dès octobre 1973, la Société centrale d'hypothèques et de logement avait mis en application, nous le notions déjà dans le *Troisième rapport annuel*, la totalité des recommandations formulées à la suite de l'étude spéciale achevée au mois d'avril précédant. Le Commissaire lui ayant fait une demande en ce sens, la SCHL lui a communiqué, en décembre 1974, une analyse de la situation, *intra-muros*, du bilinguisme. C'est avec plaisir que le Commissaire est amené à constater que ses recommanda-

tions continuent d'y être observées.

APPRÉCIATION

« Chansons des hypothèques »

SOCIÉTÉ CENTRALE D'HYPOTHÈQUES ET DE LOGEMENT —

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
2881	Ottawa Lecture en anglais à une immigrée française	Mesures correctives
3094	Ottawa Textes en anglais seulement lors d'une exposition.	Mesures correctives

En conséquence, le Commissaire a recommandé que dorénavant toute traduction, officielle ou non, soit soigneusement vérifiée par un réviseur compétent afin d'en assurer la qualité.

Le ministère a accepté cette recommandation.

DOSSIER N° LIEU NATURE DE LA PLAINTÉ RÉSULTAT

1730	Saskatoon, (Saskatchewan)	Perspectives-Jeunesse : un agent de projet demande à des francophones d'expliquer leur projet en anglais.	Explications
1958	Ottawa	Un francophone reçoit un permis de stationnement en anglais.	Mesures correctives
2066	Ottawa	Aucun des écuysers et des agents de presse affectés au service de la Reine pour sa visite au Canada ne peut s'exprimer en français.	Non fondée
2087	Ottawa	Le volume traductionnel et rédactionnel des services de l'Etat fédéral devrait respecter la proportion démographique du pays.	Explications
2102	Lafontaine (Ontario)	L'agent responsable d'un projet soumis par des francophones est unilingue anglais.	Mesures correctives
2190	Ottawa	Affiche unilingue anglaise.	Explications
2206	Ottawa	Abréviation en anglais seulement sur les états de compte de Perspectives-Jeunesse.	Mesures correctives
2214	Ottawa	Une francophone reçoit un accusé de réception en anglais.	Explications
2215	Ottawa	<i>Festival Canada</i> : Traitement inégal accordé au français lors d'un concert au Théâtre de l'Astrolabe.	Explications
2224	Thunder Bay (Ontario)	Cachet unilingue anglais.	Mesures correctives
2393	Ottawa	Un candidat anglophone à un poste de traducteur exprime des doutes quant à l'objectivité des examinateurs.	Explications
2453	Ottawa	Notes de service en anglais adressées à un francophone.	Retrait
2501	Ottawa	Qualité des services de traduction.	Explications
2533	Ottawa	Un anglophone ne peut obtenir un poste comme traducteur.	Renvoi
2554	Ottawa	Un employé temporaire perd son emploi parce que son poste est désigné bilingue.	Explications

rience du plaignant le désignaient comme candidat à un poste à l'action socio-culturelle et furent évaluées à partir de cette donnée.

Le comité estima que le plaignant était apte à remplir un poste à un niveau inférieur à celui qu'il postulait et son nom fut porté sur la liste d'admissibilité. Toutefois, on n'a pu lui offrir un poste car des candidats plus qualifiés acceptèrent tous les postes disponibles.

La lettre envoyée au plaignant pour lui faire part des résultats du concours aurait évidemment dû être rédigée en français; le Secrétariat d'Etat s'est excusé de cet infraction et de tout inconvenient ou doute qui pourrait en découler.

Le Commissaire a recommandé au Secrétariat d'Etat de s'assurer que dorénavant tous ses bureaux émettraient des avis de convocation et des avis de résultat de concours dans la langue officielle du candidat lorsque celle-ci était connue, ou en employant une formule bilingue dans les autres cas. Cette dernière modalité répondrait en toute occasion à tous les besoins.

Le Secrétariat d'Etat a déclaré qu'il respecterait la recommandation du Commissaire et prendrait les dispositions nécessaires pour éviter que de tels incidents ne se reproduisent.

Plus tard, lors d'une étude spéciale des services offerts par la Commission de la fonction publique, le Commissaire a recommandé à la Commission de s'assurer de la capacité de tous les membres d'un jury de sélection, faisant partie ou non de la fonction publique, de communiquer pleinement avec le candidat dans la langue de son choix. (Un compte rendu de cette étude spéciale se trouve dans le présent rapport.)

Dossier n° 2597—Erreurs de traduction

Un francophone se plaint qu'un questionnaire émanant du Secrétariat d'Etat comporte de nombreuses erreurs de traduction.

Le Secrétariat d'Etat a déclaré que ce questionnaire avait été élaboré par des surnuméraires et que la vérification du texte, en anglais et en français, n'avait pas été faite par le Bureau des traductions.

Le Commissaire a exprimé l'avis que le statut d'égalité des deux langues officielles impliquait que les versions française et anglaise de tout document émanant d'un organisme de l'Etat fédéral fussent de qualité égale.

Ce principe ne saurait se limiter aux seuls textes ayant fait l'objet d'une traduction officielle mais devrait s'appliquer uniformément à tous les documents administratifs bilingues. Or, le questionnaire, objet de la plainte, portait l'en-tête du Secrétariat d'Etat et aurait dû de ce fait obéir à la règle.

Le francophone faisant partie du comité et représentant la Direction de l'action socio-culturelle était disponible précisément pour voir les candidats aux postes de cette direction. Les qualités inhérentes et l'expérience se sentait lésée, on n'utiliserait que la langue française.

Les membres du comité, mis au courant de la préférence linguistique du candidat, avaient amorcé l'entrevue en français, mais avaient demandé la permission de lui poser quelques questions en anglais. Comme le plaignant possédait à fond les deux langues officielles, il semblait très heureux de se rendre à cette demande. On lui mentionna de plus que bilingualisme n'étaient pas toujours mises en pratique.

Le concours pour lequel le plaignant s'était porté candidat avait une envergure nationale, ce qui expliquait que l'horaire et les préparatifs des entrevues aient été fixés sur une base largement décentralisée. Bien que tous les bureaux régionaux du Secrétariat d'Etat comptent du personnel bilingue, il arrivait malheureusement que les exigences du annonçant que sa candidature n'avait pas été acceptée était rédigée en anglais.

Il se plaint d'avoir été convoqué à l'interview par des appels téléphoniques en anglais. Il rapporte que l'entrevue s'est déroulée effectivement en anglais malgré la présence d'un francophone de la Direction de l'action socio-culturelle d'Edmonton. Il ajoute qu'aucun autre membre du comité n'était apte à évaluer correctement ce qu'il avait à dire en français. Il croit, en conséquence, que la décision prise par le comité à son sujet est inique. Enfin, la réponse du Secrétariat d'Etat lui annonçant que sa candidature n'avait pas été acceptée était rédigée en français.

Un francophone allégué que le déroulement d'un concours pour un poste bilingue à la Direction de l'action socio-culturelle à Edmonton (Alberta) est « biaisé ». Bien qu'il ait rempli une formule de demande d'emploi en anglais, le plaignant avait indiqué qu'il préférerait employer la langue française et avait demandé que l'entrevue soit tenue en français.

Dossier n° 2504—La langue des entrevues

PLAINTES

s'est avéré, après enquête, que les trois-quarts d'entre elles révélaient une infraction à la Loi sur les langues officielles. Deux cas (portant l'un sur la langue parlée au cours d'une entrevue, l'autre sur des erreurs de traduction) ont exigé des recommandations; le ministre s'est empressé de les adopter et, fidèle à sa réputation de vénérable bastion de l'orthodoxie bilingue, a remédié aux problèmes avec célérité et efficacité.

Trente plaintes mettant en cause le Secrétaire d'Etat nous ont été adressées pendant la période examinée dans le présent rapport, et il

APPRECIATION

SECRÉTARIAT D'ÉTAT — « Je suis snob »

2455	Ottawa	Un hôpital donne à un francophone une formule unilingue anglaise d'allocation familiales.	Service rendu
2602	Toronto	Des pensionnaires francophones de la région Cornwall-Hawkesbury-Ottawa reçoivent des services en anglais seulement du bureau régional.	Explications
2655	Ottawa	Lettre et bulletin d'information anglais envoyés à un francophone.	Mesures correctives
2708	Ottawa	Traduction française médiocre d'un document sur l'usage non médical des drogues.	Mesures correctives
2723	Ottawa	Service téléphonique non disponible en français à la Direction des services médicaux.	Mesures correctives
2749	Ottawa	Utilisation d'un timbre dateur anglais seulement.	Mesures correctives
2820	Ottawa	Lettre envoyée en anglais à des boursiers francophones.	Mesures correctives
2844	Québec	Deux lettres circulaires envoyées à des établissements de formation post-secondaires écrites dans un mauvais français.	Mesures correctives
2911	Ottawa	Il n'existe pas de version française du film «It couldn't happen to me», produit grâce à une subvention du ministère.	Explications
3025	Ottawa	Agent de désignation unilingue anglais au Centre médical des fonctionnaires fédéraux.	Mesures correctives
3158	Ottawa	Le plaignant s'oppose au fait qu'un fonctionnaire a débuté des cours de langue à peine six mois après son entrée en fonction.	Renvoi
3210	Ottawa	Deux formulaires anglais sont envoyés à un francophone.	Mesures correctives
3256	Winnipeg	Diffusion de la cérémonie d'ouverture de la série télévisée Hockey Canada—Russie en anglais seulement.	Explications

de 1971 en publiant le bulletin en anglais seulement. Le ministère a précisé que le district électoral de North York ne compte que 4 % de francophones. Toutefois il étudiait la possibilité d'offrir au niveau régional des services d'information dans les deux langues officielles.

Le Commissaire a porté à l'attention du ministère d'autres données du recensement qui révèlent l'importance de la population francophone de la région. Il a recommandé qu'à l'avenir les avis, bulletins ou communications préparés par ce bureau régional soient diffusés dans les deux langues officielles, préférentiellement dans un même document.

Le ministère a répondu que le bulletin incriminé serait traduit et que dorénavant les textes diffusés dans les régions comme Midland, Penetanguishene, Welland et Windsor seront dans les deux langues officielles.

DOSSIER N° LIEU NATURE DE LA PLAINTE RÉSULTAT

1723	Ottawa	Le français sur la page de titre du livret « Certificat international de vaccination » est imprimé en plus petits caractères.	Mesures correctives
1795	Ottawa	Inscriptions anglaises sur une lettre-formule bilingue adressée à des francophones.	Retrait
1831	Ottawa	Nombres fautes dans une lettre circulaire.	Mesures correctives
1916	Ottawa	Bulletin en français envoyé à un anglophone.	Mesures correctives
2009	Ottawa	Deux publications en apparence bilingues (pour usage interne) contiennent relativement peu de renseignements en français.	Mesures correctives
2101	Bathurst (N.-B.)	Réponse en anglais à une demande adressée en français.	Explications
2235	Ottawa	Lettre-formule anglaise envoyée à un francophone.	Retrait
2285	Ottawa	La version française d'un document publiée en anglais n'est pas disponible.	Mesures correctives
2361	Ottawa	Un tiré à part n'est disponible qu'en anglais.	Mesures correctives
2364	Ottawa	Difficulté à obtenir un renseignement en français au téléphone.	Retrait
2401	Ottawa	Adresse unilingue anglaise imprimée sur la carte postale d'un ministère.	Non fondée
2434	Ottawa	Films et publications sur le patinage artistique et insignes de débutants offerts en anglais seulement.	Retrait

Un francophone se plaint que le Bulletin d'Information n° 38F du 4 octobre 1974, émis par Information Canada, offre en anglais seulement la publication intitulée « Health and Fitness—Health and Welfare » du ministère de la Santé nationale et du Bien-être social.

Le ministère a répondu que la publication était disponible dans les deux langues officielles. Son titre français était « La santé et la forme ». De plus il a expédié au Commissaire un exemplaire de chacune des versions.

Information Canada ayant avisé le Commissaire que les informations contenues dans son bulletin provenaient des ministères, il semble acquis que dans le cas présent l'organisme n'ait pas obtenu les bons renseignements. Pour corriger la situation le Commissaire a recommandé que :

(1) à l'avenir les publications ministérielles destinées au public soient en versions française et anglaise de préférence dans un même document, et

(2) au cas où des difficultés insurmontables rendraient impossible la parution de ces publications dans une seule édition bilingue, les versions française et anglaise soient disponibles en même temps au public.

Le ministère a répondu que telle était sa politique. Une fois l'an il fait paraître une liste complète de ses publications et il en remet une copie à Information Canada. Cette liste permet d'établir si les publications sont bilingues dans un même document ou si la version française et la version anglaise sont séparées. Il a de plus assuré le Commissaire que les versions française et anglaise sont disponibles en même temps au public. A son avis une omission d'information Canada serait la cause de la confusion.

Le Commissaire a transmis les renseignements au plaignant.

Dossier n° 3036—Midland, en Ontario

Le plaignant signale que seule la version anglaise d'un bulletin sur le Régime de pensions du Canada est disponible au bureau du ministère à Midland, en Ontario.

Le ministère a répondu que toutes les publications du Régime de pensions du Canada offerts au public étaient rédigées dans les deux langues officielles. Le bulletin en question avait été préparé au niveau régional.

Selon le ministère, l'agent responsable de la région de Midland aurait pris en considération la demande et les données du recensement

(36) de consulter les syndicats et associations d'employés et de rester en liaison avec ces organismes pendant la mise en application des recommandations ci-dessus:

SÉCURITÉ D'EMPLOI ET AVANCEMENT

(37) de s'assurer que les recommandations ci-dessus soient appliquées tout en sauvegardant la sécurité d'emploi et les chances d'avancement de son personnel;

RÈGLEMENT DES PLAINTES

(38) d'accorder aux plaintes que le Commissaire aux langues officielles lui signale en sa qualité d'ombudsman toute l'attention qu'elles méritent et de prendre sans tarder à leur égard les mesures qui s'imposent, nonobstant, d'une part, les mesures prises pour donner suite aux présentes recommandations ou à tout autre projet et, d'autre part, les échéances qui peuvent s'y rattacher.

PLAINTES

Dossier n° 2242—Ce n'était qu'un numéro de référence

Un francophone se plaint que la Direction de l'Information utilise un timbre unilingue anglais et que le code de référence (au bas des enveloppes : NHW) est établi à partir du nom anglais du ministère.

Le ministère a émis des instructions afin que la Direction obtienne un tampon bilingue. Quant au code utilisé, le ministère a indiqué qu'il n'était qu'un numéro de référence pour les besoins internes du ministère qui ne représentait pas l'abréviation ministérielle.

Le Commissaire a demandé au ministère de supprimer les lettres NHW même si elles ne représentaient pas l'abréviation ministérielle. En effet leur très grande ressemblance avec l'abréviation anglaise du ministère semblait gêner le public francophone qui y voyait un accroissement aux dispositions de la Loi sur les langues officielles.

Le ministère a décidé de remplacer ce système de référence par l'indicateur numérique de l'OTAN formé de treize chiffres. Cette numérotation sera utilisée lors de la réimpression des enveloppes. Elles seront mises en circulation au cours du prochain exercice financier.

(d) de voir à ce que les descriptions de tâches soient, dès qu'elles concernent des employés des deux groupes linguistiques, disponibles simultanément dans les deux langues officielles;

EMPLOI DES DEUX LANGUES

(33) de mettre au point immédiatement un programme visant à inciter les employés qui choisissent de le faire à utiliser le plus possible la langue française au niveau de la conception, de l'exécution et des communications internes orales et écrites afin d'équilibrer l'emploi des deux langues :

(a) en mettant sur pied un nombre accru d'unités de langue française, notamment dans la région de la capitale nationale et ce, à tous les niveaux hiérarchiques;

(b) en regroupant là où c'est possible les employés de langue française dans les unités viables où, étant donné leur nombre, le travail et la surveillance sont possibles en français; de revoir au besoin les dates de désignation des postes de surveillance dans les unités de travail où œuvrent déjà une majorité d'employés de langue française;

(c) en rendant possible l'utilisation du français au cours des réunions, des séminaires et dans les communications avec la région du Québec;

(d) en suivant sa propre déclaration de principes en matière de langues officielles voulant que chaque employé ait la possibilité de choisir la langue officielle dans laquelle il veut rédiger des lettres, notes de service, rapports internes, etc., possibilité qui suppose, entre autres conditions, l'existence d'un personnel de soutien ou auxiliaire dont le bilinguisme institutionnel est approprié;

Région du Québec

(34) d'élaborer et de réaliser un programme spécial pour la région du Québec afin que le français y devienne la langue habituelle de travail des employés qui y œuvrent, sans pour autant gêner l'utilisation de l'anglais par ceux qui le désirent; de fixer dans les services auxiliaires à Ottawa des points de contact capables de fournir en français et en anglais tous les services qui y sont assurés et de procéder à la clarification, auprès des employés des ULF, des critères qui ont présidé à la mise sur pied des ULF de façon à dissiper tout malentendu;

(35) de faire des efforts accrus, par l'intermédiaire du programme de recrutement post-secondaire de la Commission de la fonction publique et d'une activité de sensibilisation auprès des maisons d'enseignement, afin d'attirer des candidatures de professionnels, de scientifiques, de techniciens, etc. en nombres raisonnables et satisfaisants au regard de la loi, compte tenu de la nécessité d'instaurer un bilinguisme institutionnel composé de bilingues et d'unilingues des deux langues de nature à lui permettre d'assurer ses services dans les deux langues et de rendre, sur le plan interne, l'emploi des deux langues officielles conformes aux exigences de la loi;

méthodes d'analyse afin que tous ces articles soient disponibles dans les deux langues au plus tard le 31 décembre 1976; de rendre bilingues tous les formulaires, bulletins, notes de service, directives, guides, etc., pour que tous ceux en usage dans les régions de la capitale nationale et du Québec deviennent accessibles en français et en anglais d'ici le 31 mars 1975 et, dans les autres régions, d'ici le 31 décembre 1976;

Services auxiliaires

(29) de s'assurer que ses bibliothèques aient d'ici le 30 septembre 1975, grâce à des affectations permanentes ou temporaires, un degré de bilinguisme institutionnel leur permettant :

(a) de fournir leurs services dans les deux langues oralement et par écrit;

(b) de suivre d'une façon appropriée l'actualité bibliographique dans les deux langues et de bien connaître la production mondiale en anglais et en français, les fournisseurs et les diverses bibliothèques aptes à collaborer et à conseiller;

(c) de juger en toute connaissance de cause la valeur des ouvrages des deux langues officielles afin de dépister efficacement ceux qui seraient de nature à aider le personnel à travailler dans l'une ou l'autre langue et d'augmenter considérablement le nombre de publications en langue française de façon à respecter l'égalité de statut des deux langues officielles;

(30) de reconsidérer avec le Conseil du trésor les dates de désignation des postes afin que les services soient également offerts dans les deux langues officielles dans les plus brefs délais;

(31) de mettre à profit les conseils des employés en les encourageant à suggérer des titres d'ouvrages en langue française;

ADMINISTRATION

Service du personnel

(32) (a) de s'assurer dorénavant, nonobstant les dispositions à long terme prises pour donner suite aux directives du Conseil du trésor, que les services des bureaux du personnel soient également offerts dans les deux langues officielles aux deux groupes linguistiques;

Services administratifs

(b) de réexaminer immédiatement les exigences linguistiques de certains postes des services administratifs (personnel, etc.) rattachés aux bureaux régionaux afin de s'assurer qu'ils répondent à la demande en français et en anglais;

Cours de Formation

(c) de commencer immédiatement à assurer dans les deux langues officielles les cours de formation administrative et professionnelle mis sur pied par le ministère ou dont les formalités sont régies par ce dernier afin que tous ces cours soient offerts dans les deux langues d'ici le 31 mars 1976;

(24) (a) de s'assurer que (ainsi qu'il avait déjà été recommandé à l'élément Bien-être) tous ses services inscrits dans les deux langues dans les annuaires téléphoniques et que l'Agence des télécommunications du ministère des Communications soit appelée à collaborer aux négociations visant à faire paraître des inscriptions bilingues dans les annuaires des régions où les sociétés de téléphone ont fait des difficultés par le passé;

(b) de faire paraître, à intervalles de trois mois, les numéros de téléphone de tous les programmes et services de la composante Santé dans les quotidiens et hebdomadaires d'expression française appropriés tant que la recommandation 24 (a) ne sera pas entrée en vigueur;

Tableaux d'affichage

(25) de faire en sorte que les deux langues officielles soient représentées relativement à ce qui figure sur les tableaux d'affichage;

Correspondance

(26) (a) de veiller à ce que la pratique selon laquelle le ministère répond au courrier dans la langue du correspondant continue d'être observée et que tout soit mis en œuvre pour inciter le personnel ayant la compétence voulue à rédiger la correspondance dans la langue même des divers destinataires; d'éviter les retards incompatibles avec l'égalité des services et de garantir la parité dans une langue comme dans l'autre de la qualité des textes;

(b) de stimuler cette pratique en s'assurant, d'une part, dans les bureaux de la région de la capitale nationale et les bureaux régionaux au service des deux communautés linguistiques et, d'autre part, dans les bureaux de tout échelon auxquels incombe le contrôle de la correspondance reçue ou à expédier, que la connaissance des deux langues soit suffisante pour comprendre le courrier reçu sans avoir à recourir à la traduction;

Formulaires

(27) (a) de rendre bilingues les formulaires à l'usage du public, ainsi que le texte de base de tout accord ou contrat normalisé passé, tant avec les provinces qu'avec les entreprises ou les particuliers, avant le 30 juin 1975, s'ils relèvent de la compétence de l'administration centrale et, d'ici le 31 décembre 1975, s'ils relèvent de la compétence des administrations régionales;

(b) de prendre toute mesure provisoire nécessaire pour fournir les services et établir les communications dans la langue voulue tant que les documents cités en (a) ne seront pas bilingues;

LANGUE DES COMMUNICATIONS INTERNES

Instruments de travail

(28) d'entreprendre immédiatement un inventaire minutieux des manuels à usage interne à caractère administratif et scientifique, et des directives et

(19) de prendre les mesures qui s'imposent pour qu'à l'avenir, dans la région de la capitale nationale comme ailleurs, les bureaux dont le personnel est, ou pourrait être en rapport, direct ou indirect, avec un public francophone et anglophone, qu'il s'agisse de résidents de l'endroit, de voyageurs ou de migrants (dans les ports, aéroports et aux points d'entrée au Canada, par exemple), offrent des services de qualité égale dans les deux langues officielles, notamment en ce qui concerne les services éducatifs et d'information (rencontres, conférences, colloques, interviews télévisées, radiodiffusées ou filmées, etc.), les études, sondages, inspections prévues par les règlements, les enquêtes sur l'hygiène professionnelle et les accidents d'avion, les examens médicaux, les séances d'orientation ou de traitement, les services de consultation offerts aux associations professionnelles, aux provinces et aux gouvernements étrangers et les activités médicales prévues par les règlements en matière de quarantaine et d'immigration;

(20) (a) de procéder, avant le 30 juin 1975, à une enquête sur l'ensemble des études, projets et programmes (touchant, entre autres, le sport, l'usage non médical des drogues, la planification à long terme et la santé publique) réalisés par des particuliers, groupements ou organismes bénéficiant d'une subvention ministérielle ou liés au ministère par contrat, afin de déterminer si les accords passés avec eux permettent au ministère de satisfaire, au regard de la Loi sur les langues officielles, à ses obligations en matière d'égalité dans les communications et d'accessibilité des services dans les deux langues officielles;

(b) de prendre les mesures voulues pour que, lorsque les accords susmentionnés ne lui permettent pas de satisfaire aux dispositions de la Loi sur les langues officielles, les services soient offerts dans les deux langues officielles dès le 31 décembre 1975, conformément à ladite Loi;

BILINGUISME VISUEL

Publications

(21) de s'assurer que toute publication actuelle ou future (dépliants, brochures, affiches, manuels, circulaires, bulletins d'information et livres) préparée ou distribuée par l'élément Santé paraisse simultanément dans les deux langues officielles, en édition bilingue de préférence;

Films

(22) de prendre les mesures qui s'imposent pour s'assurer que ses films soient également accessibles dans les deux langues officielles, de telle sorte qu'il existe des films en français et en anglais dans tous les domaines d'ici le 31 décembre 1975 et que, d'ici le 30 septembre 1976, les proportions respectives reflètent mieux l'égalité prévue dans la Loi;

Cartes de visite, empreintes d'affranchissement et tampons

(23) d'imprimer des cartes de visite libellées dans les deux langues et de n'utiliser que des empreintes d'affranchissement et tampons bilingues dans la totalité de ses services d'ici le 31 mars 1975;

des cours, ainsi que de tout mettre en œuvre, avec le concours des bureaux régionaux, pour amener le personnel à s'inscrire aux stages;

(12) de développer ses programmes de maintien de l'acquis linguistique afin, lorsque cela s'avère nécessaire, de faciliter l'acquisition du vocabulaire technique indispensable à l'exécution du travail dans la langue seconde;

(13) d'instaurer un mécanisme permettant aux fonctionnaires volontaires d'être affectés à titre provisoire à un autre service ou à un bureau régional, afin d'améliorer leurs connaissances de la langue seconde et d'accroître le champ de leur expérience;

(14) de fournir, sans l'imposer, une formation linguistique corrective dont des cours de rédaction administrative en français à son personnel franco-ophone qui, après avoir reçu et travaillé dans un milieu d'expression anglaise, n'a plus confiance en son aptitude à travailler en français;

TRADUCTION

(15) de prendre des mesures précises (nomination de rédacteurs d'expressions françaises dans les principaux services, etc.) en vue d'améliorer et de systématiser le contrôle de la qualité des traductions, mesures qui permettront d'enlever au personnel professionnel ce fardeau supplémentaire;

(16) de nommer, dans chacune des principales directions générales, un agent chargé d'assurer la mise sur pied d'un ordre de priorités étudié pour les textes qui sont adressés au service des traductions du ministère;

(17) d'entreprendre des démarches auprès du Bureau des traductions du secrétariat d'Etat afin de faire affecter un plus grand nombre de traducteurs spécialisés à l'administration centrale;

LANGUE DE SERVICE

COMMUNICATIONS ORALES

Téléphone et service d'accueil

(18) (a) de s'assurer que ses bureaux de la capitale nationale et que tous ses bureaux au service des deux communautés linguistiques suivent avec rigueur ses principes concernant la façon de répondre aux appels téléphoniques et d'accueillir le public;

(b) de s'assurer qu'à l'avenir les fonctionnaires unilingues répondant aux appels puissent au moins présenter leur service dans les deux langues officielles et passent, après avoir utilisé une phrase simple et courtoise dans l'autre langue, la communication à un collègue à même de fournir le service voulu dans la langue appropriée;

(c) de prendre ses dispositions pour qu'à l'avenir tant ses bureaux de la région de la capitale nationale que ses bureaux au service des deux groupes linguistiques, soient en mesure de donner une réponse aussi satisfaisante dans une langue que dans l'autre à toutes les demandes de renseignements, qu'elles soient de caractère général, professionnel, technique ou scientifique;

(10) de réviser les modalités d'application de sa politique de formation linguistique, dans les régions en particulier, en prêtant une attention toute spéciale : a) aux lignes directrices du Conseil du trésor; b) à la recommandation de la Commission de la fonction publique portant sur la nomination de chargés de liaison en formation linguistique à Halifax, Moncton, Québec, Montréal, Toronto, Winnipeg, Edmonton et Vancouver; (11) de tenir en permanence les chargés de liaison et, par leur entremise, le personnel régional au courant des nouveaux faits et programmes, établis-sements agréés d'enseignement des langues et modalités de remboursement

COURS DE LANGUE

(7) d'examiner le mandat de ses divers conseillers et coordonnateurs chargés des questions de bilinguisme et, au besoin, de le redéfinir pour s'assurer que la Loi et les programmes ayant trait aux langues officielles soient appliqués avec une efficacité et une cohérence maximales; (8) de surveiller et contrôler attentivement l'application de la Loi dans tous les services, de pépérer et de tenir à jour un profil linguistique plus exact du titulaire de chaque poste, d'évaluer sur une base régulière toutes les initiatives prises dans le domaine du bilinguisme et de prendre au besoin des mesures correctives; (9) de prendre toute mesure provisoire nécessaire au respect de la Loi sur les langues officielles dans le cas de postes bilingues vacants ou occupés par un titulaire unilingue, afin d'assurer au public et au personnel des services dans les deux langues officielles;

ORGANISATION, SURVEILLANCE ET CONTRÔLE

(5) de remettre un exemplaire bilingue de sa nouvelle déclaration de principes relatifs aux langues officielles à chaque membre de son personnel, tant à l'administration centrale que dans les régions, avant le 31 décembre 1975 et, passé cette date, à tout nouvel employé, en lui précisant la façon de s'y conformer; (6) d'instaurer un programme permanent d'information à l'intention du personnel comprenant notamment les modalités pratiques garantissant le respect de la Loi, modalités qui seront mises à jour au fur et à mesure des besoins;

PROGRAMME D'INFORMATION DU PERSONNEL

(3) de redéfinir et, au besoin, de modifier son programme de mise en œuvre en l'assortissant d'échéances et en désignant, pour chaque activité, les personnes ou organes responsables; (4) d'employer, à titre de guide général, sans s'y limiter nécessairement, les observations, propositions et recommandations contenues dans le présent rapport pour la révision de sa déclaration de principes relatifs aux langues officielles et de les intégrer, au besoin, dans son programme de mise en œuvre;

laissé entendre qu'ils se sentaient souvent obligés de recourir à l'anglais

dans leurs rapports avec Ottawa.

En matière de préparation des guides et manuels et de diffusion de la documentation interne et des autres instruments de travail, les délais de traduction étaient considérables. Aucun programme n'avait été mis sur pied pour remédier à la situation et les efforts consentis pour suivre la traduction de ces textes accusaient un caractère sporadique. Les services de bibliothèque laissaient eux aussi à désirer du point de vue de la langue : l'indigence numérique des revues et ouvrages de langue française à la bibliothèque centrale comme dans celles des divers services mettait en effet souvent les francophones dans l'incapacité de trouver dans leur langue les documents de référence et contribuait indirectement à les dissuader d'employer le français dans leur vie professionnelle.

Les services administratifs et du personnel ne pouvaient pas, quant à eux, toujours être offerts dans les deux langues en raison d'une pénurie d'agents bilingues. Et il en allait de même des cours de formation qui, pour la plupart, ne se donnaient qu'en anglais.

Etant donné les difficultés auxquelles s'étaient heurtées les tentatives de la composante Santé pour instituer un milieu propice à l'emploi des deux langues, les résultats de l'analyse du profil linguistique du personnel n'avaient rien d'étonnant. Les chiffres fournis aux enquêteurs montraient que, dans les principaux services, 75 % des postes bilingues qui auraient dû être occupés par des titulaires sachant les deux langues dès 1974 l'étaient effectivement. D'aucuns étaient d'avis que cela provenait de la difficulté à recruter des francophones dans certaines spécialités scientifiques, techniques et autres, à tous les niveaux. Pour d'autres, par contre, c'était simplement parce qu'on n'exploitait pas les bonnes « sources » d'employés potentiels. Il ressort de ces contradictions que le ministère serait peut-être bien venu de réexaminer ses méthodes de recrutement et de perfectionnement.

Les conclusions de l'étude ont conduit le Commissaire à recommander au ministre :

POLITIQUE GÉNÉRALE ET MISE EN ŒUVRE

(1) de réviser sa déclaration de principes relatifs aux langues officielles d'ici le 30 juin 1975, afin que ce document soit à jour, plus précis, et tienne compte des exigences de la Loi sur les langues officielles;

(2) d'adoindre à ce document des directives régionales qui, d'une part, soient adaptées aux conditions et exigences locales particulières et qui, d'autre part, précisent les modalités pratiques garantissant le respect de la

par les observations des collaborateurs du Commissaire aux langues officielles.

Depuis 1971, la composante Santé a adopté un certain nombre de mesures en vue d'appliquer les chapitres de son Programme des langues officielles ayant trait à la prestation des services au public dans les deux langues : et les inscriptions et formulaires avaient, dans leur majorité, été rendus bilingues, certaines publications étaient disponibles en français et en anglais et on répondait au courrier dans la langue du destinataire.

Il est néanmoins apparu que tant que le ministère n'aurait pas procédé à des améliorations dans certains domaines, on ne saurait dire qu'il fournissait ses services de la manière prescrite par la Loi. En effet, les téléphonistes de la composante Santé ne présentaient pas leurs services systématiquement dans les deux langues et ne passaient pas toujours les appels en langue seconde à une collègue en mesure de donner les renseignements demandés dans la langue du correspondant, et les unités au contact direct du public, tout particulièrement celles qui étaient chargées de l'éducation, de la recherche extérieure et de la réglementation, n'avaient pas atteint à un niveau de bilinguisme institutionnel suffisant pour assurer des services égaux dans les deux langues. D'autre part, si, en matière de correspondance, le principe du ministère, qui consiste à répondre au courrier dans la langue du destinataire, était bien conforme à la Loi, la nécessité éprouvée par nombre de services de faire traduire les lettres reçues ou à expédier en français entraînait parfois des retards. Enfin, bien que le ministère ait apparemment fait traduire un grand nombre des ouvrages qui n'avaient jusqu'alors été disponibles qu'en anglais, il en restait encore quelques-uns à mettre à la disposition du public francophone.

En ce qui concerne l'usage des médias, la composante Santé se devrait de prendre des mesures en vue de garantir des services égaux aux deux communautés linguistiques. Notamment, comme l'a fait ressortir l'enquête, lorsqu'il s'agit de communications écrites ou radio-télédiffusées à l'intention des deux groupes, et tout particulièrement quand les régions transmettent une information présentant un intérêt pour l'ensemble de leur secteur. Il conviendrait d'autre part que l'on envisage d'accroître le nombre des spécialistes et scientifiques susceptibles d'être interviewés en français à la radio et à la télévision.

Pour ce qui était de la maximisation des occasions données aux employés de travailler dans la langue de leur choix, par contre, les données rassemblées par les enquêteurs ont fait ressortir que la composante Santé avait fait des progrès bien moindres. Selon les personnes interrogées, il était difficile, sinon impossible, pour les francophones de se servir de leur langue dans le travail. De plus, si ce problème ne se posait pas dans le Québec, les agents de cette région ont tout de même

(COMPOSANTE SANTÉ)

En 1974, la composante Santé du ministère de la Santé et du Bien-être social a fait l'objet d'une étude spéciale entreprise en vertu de l'article 25 de la Loi sur les langues officielles. Elle était plus particulièrement axée sur l'ensemble des activités et services internes et externes (programmes de recherche, de protection de la santé, d'éducation sanitaire et sportive, etc.) et les services médicaux mis à la disposition des populations indiennes et des fonctionnaires, immigrants et pilotes.

Dès avant l'étude (de mars à décembre 1974), la composante Santé avait réalisé certains progrès dans l'application de la Loi. Ainsi, son document relatif à la politique du bilinguisme en date de 1971 définissait certaines mesures à prendre pour servir le public dans les deux langues officielles et maximiser les occasions offertes au personnel de travailler dans la langue de son choix. L'étude a toutefois révélé que ce document, dépassé et insuffisant à certains égards, devait être repensé. En outre, selon quelques-unes des personnes interrogées, cette politique ne précisait pas suffisamment nettement les orientations et laissait une trop grande latitude à l'interprétation. De surcroît, l'attitude décentraliste du ministère vis-à-vis de la Loi ne donnait ni au conseiller en bilinguisme ni au coordonnateur du maintien de l'acquis la possibilité d'œuvrer avec un maximum d'efficacité. Cependant, comme le ministère procédait, au moment de l'enquête, à une refonte de sa Division des langues officielles, on pouvait espérer qu'il serait à l'avenir mieux à même de coordonner et de suivre les efforts en matière d'application de la Loi.

Les données recueillies par l'équipe ont fait ressortir plusieurs manières dont le programme de formation linguistique pouvait être amélioré. Ce pourrait notamment être fait par l'élargissement du programme d'information, la mise en œuvre de programmes d'entretien des connaissances en langue seconde axés sur l'acquisition du vocabulaire technique et professionnel et l'institution d'une procédure permettant aux volontaires de se faire affecter à des services où ils pourraient plus fréquemment se servir de leur langue seconde.

Tant la qualité que les délais de traduction posaient de nombreux problèmes. Or, le ministère semblait s'être fort peu préoccupé de la situation malgré le nombre des notes de service et études internes qui lui avaient été consacrées et dont les conclusions ont été corroborées

pays et que la conception que l'institution se fait de la « demande importante » au niveau régional s'est avérée, tout au moins dans ce cas, fort limitative.

En raison de retards que le Commissaire s'explique difficilement, neuf recommandations n'étaient pas complètement mises en œuvre en décembre 1974. Ainsi, ce n'est qu'en janvier 1975 que le ministre procédait à la nomination d'un directeur du programme des langues officielles; de plus, il demeurerait muet quant aux objectifs et au plan d'action qu'il aurait dû établir, conformément à une des recommandations. Le ministre a fait des efforts louables pour s'assurer que son personnel soit au fait des exigences de la Loi sur les langues officielles en distribuant largement le matériel préparé par le Bureau du Commissaire et le Secréariat du Conseil du trésor. Il n'a cependant pas encore constitué sa propre trousse d'information. Celle-ci, selon le ministre, ne sera prête qu'au printemps 1975.

Trop d'imperfections subsistent encore au sujet de l'inscription du ministre dans les annuaires téléphoniques, de l'examen de la composition linguistique du personnel, de la réception téléphonique et de la documentation mise à la disposition du public dans les salles d'accueil, documentation que le ministre dit vouloir améliorer du côté français en intensifiant ses abonnements à des périodiques de langue française. Quant à la capacité que doit avoir le ministre d'assurer ses services dans les deux langues, il faut noter une application très partielle des recommandations. A titre d'exemple, les représentants du Commissaire ont appris qu'à Winnipeg on répond au téléphone en anglais seulement, afin de ne pas « contrarier » le public de langue anglaise. Autre exemple, on n'est pas sûr qu'à Toronto les services sont assurés automatiquement et également dans les deux langues.

De plus, deux sous-recommandations touchant, l'une le programme interne d'information relative à la politique ministérielle des langues officielles, et l'autre le relevé statistique du profil linguistique des membres du personnel, ne sont pas appliquées.

Malgré les progrès réalisés, le ministre aurait avantage à se montrer plus dynamique dans la mise en œuvre des recommandations et plus généreux vis-à-vis de la notion de « demande importante », qu'il semble interpréter de façon trop restrictive. Des efforts considérables devront être faits si ce ministre veut que tous ses services soient assurés également aux deux groupes linguistiques.

Le Commissaire a d'autre part terminé une nouvelle étude du ministère, portant, cette fois-ci, sur l'élément Santé, et dont le compte rendu paraît ci-dessous.

tions linguistiques et les guérir. Deux fois il a eu à prendre comme prophétie nos recommandations, et il s'est bien conformé à ces ordonnances. Enfin, malgré des progrès enregistrés par rapport à quelques recommandations qui, finalement, ne posaient pas de problèmes majeurs, l'élément Bien-être social devra adopter une thérapeutique robotative et soutenue afin de tenir compte de l'ensemble des exigences de la Loi sur les langues officielles et prévenir tout prolapsus d'organes administratifs essentiels au bilinguisme.

Le ministère pourrait s'attacher particulièrement à définir des objectifs et à établir des programmes et des mécanismes de contrôle pour mettre en œuvre sa politique des langues officielles, à porter une attention spéciale à la prestation de services oraux dans les deux langues officielles dans tout le pays, et à réviser sa conception de la « demande importante » — notion qu'il semble diagnostiquer de façon peu générale dans certains cas.

A la suite de l'étude spéciale des services de bien-être, le Commissaire présentait, en mai 1973, 22 recommandations au ministère de la Santé nationale et du Bien-être social.

Comme la publication du *Troisième rapport annuel* du Comité, le temps n'avait pas permis d'évaluer de façon circonstanciée les mesures prises par le ministère pour appliquer les recommandations. Cependant, il est maintenant possible de le faire, grâce à un compte rendu du ministère sur les dispositions qu'il a adoptées et, aussi, aux données fournies par des administrations régionales du Bien-être au cours de trois entrevues.

D'après les informations obtenues en décembre 1974, 12 recommandations seraient appliquées. Ces recommandations concernent la signalisation, les publications, les formulaires, les tampons, les cours de langue spéciaux destinés aux réceptionnistes-standardistes, le recrutement, les services d'information et leurs relations avec la presse anglaise et française, les expositions, les films et l'apprentissage des langues. Malgré les améliorations apportées dans les domaines susmentionnés, les services d'information de Toronto et d'Edmonton sont encore incapables d'offrir leurs services dans les deux langues; le bureau de Vancouver, quant à lui, ne peut prétendre qu'à un bilinguisme limité. Le ministère n'indique pas s'il a au moins pris des mesures provisoires concrètes pour permettre aux deux groupes linguistiques de bénéficier de l'information, chacun dans sa propre langue. Par contre, il signale qu'il parviendra à un bilinguisme institutionnel en 1978. Les formulaires appellent eux aussi un commentaire : tandis que le ministère déclare que tous sont maintenant disponibles dans les deux langues officielles, l'instruction d'une plainte a démontré que tel n'est pas le cas partout au

2692	Sudbury	Manque de formules de déclaration de revenus en français au bureau de poste local.	Explications
2704	Ottawa et Fahler (Alberta)	Un francophone reçoit la version anglaise de la formule de déclaration de revenus. Une autre personne reçoit une formule française accompagnée d'un guide bilingue. Manque de formules et d'un guide en français au bureau de poste de Fahler.	Mesures correctives
2745	Regina	Un francophone se fait répondre inutilement au téléphone.	Explications
2764	Winnipeg	Un francophone reçoit de la correspondance rédigée en anglais.	Mesures correctives
2778	Sudbury	Le bureau de district de Sudbury tarde à remplir une commande pour 5 000 formules TI en français.	Mesures correctives
2815	Ottawa	La langue de travail des employés sur numéraires francophones n'est pas respectée.	Explications
2855	Ottawa	Un francophone se plaint de ce que trop de postes bilingues sont occupés par des anglophones.	Retrait
2978	Ottawa	Un francophone s'oppose à la nomination d'employés anglophones et à la dotation de postes désignés bilingues par des surveillants unilingues anglophones.	Non fondée
3095	Ottawa	Service en anglais seulement au Service de renseignements aux contribuables.	Explications
3118	Ottawa	Un francophone reçoit un avis de cotisation pour l'année 1973 en anglais.	Mesures correctives
3245	St-Boniface (Manitoba)	Lettre en anglais envoyée à une organisation francophone.	Mesures correctives
3299	Ottawa	Un anglophone reçoit une lettre et une brochure en français.	Mesures correctives

SANTÉ NATIONALE ET BIEN-ÊTRE SOCIAL — « La croqueuse de 222 »

APPRÉCIATION

Bien que le malade que l'on vient de purger pour la deuxième fois ait maintenant assez bonne mine, les 32 plaintes que le Commissaire a reçues laissent croire qu'une recuite n'est pas à écarter. Toutefois, dans la plupart des cas, le ministère a pu porter remède lui-même à ses infec-

1943	Ottawa	Un francophone reçoit une formule de déclaration de revenus contenant une enveloppe adressée en anglais.	Service rendu
1946	Ottawa	Une formule bilingue contient un message unilingue anglais.	Mesures correctives
1982	Windsor	Un francophone reçoit une lettre écrite dans un mauvais français.	Mesures correctives
1993	London (Ontario)	Lenteur à recevoir le retour d'impôt. Réponse en anglais à une lettre rédigée en français.	Explications
2037	Ottawa	Une formule de déclaration d'impôt française contient un tableau anglais.	Service rendu
2086	Montréal	Un francophone reçoit des formules de déclaration de revenus en anglais après avoir expressément demandé des formules en français.	Mesures correctives
2095	Ottawa	Un francophone éprouve de la difficulté à obtenir des services en français au Service de renseignements aux contribuables.	Explications
2134	Ottawa	Un employé francophone du ministère est incapable de s'entretenir en français avec le bureau du personnel.	Mesures correctives
2163, 2187	St. John	Un francophone reçoit une formule de déclaration de revenus en anglais.	Mesures correctives
2181	Ottawa	Absence de services en français à la division de l'interprétation.	Explications
2184	Ottawa	Un francophone ne réussit pas à obtenir un exemplaire de la version française de la formule de déclaration de revenus de 1971.	Explications
2222	Sherbrooke (Québec)	Un francophone reçoit un exemplaire de la formule T462 rempli en anglais.	Service rendu
2255	Ottawa	Un francophone reçoit un questionnaire en anglais seulement.	Service rendu
2356	Ottawa	Un francophone reçoit une formule bilingue T462 remplie en anglais.	Mesures correctives
2435	Ottawa	Les formules T400A ne sont pas conformes à la commande.	Explications
2445	Ottawa	Un francophone reçoit une mise en demeure de payer en anglais.	Mesures correctives
2568	Ottawa	Pas de services en français au comptoir de renseignements du ministère.	Mesures correctives
2619	Ottawa	Un anglophone désireux de suivre un cours de français à l'étranger, se plaint de ce que le coût ne serait pas déductible aux fins d'impôt.	Explications

extrêmement restreint de cas, la nécessité pressante de diffuser l'information prend le pas sur la nécessité d'encourir des retards pour la faire traduire ». Au cours de l'année financière 1973-1974, 473 clarifications avaient été ajoutées au *Manuel des opérations de l'impôt*, 143 sous la forme de « communautés d'urgence ». Comme ces derniers doivent être publiés sans délai, 31 l'avaient d'abord été, en vertu d'une dérogation exceptionnelle, en version unilingue anglaise. Mais le texte bilingue en avait été préparé dès que possible.

Le ministre était d'avis que sa façon de procéder dénotait un effort conscient pour faire paraître l'information simultanément dans les deux langues.

Le Commissaire a fait remarquer que s'il était urgent de trans-mettre tout renseignement utile aux agents anglophones, il ne pouvait qu'être tout aussi pressant de communiquer cette information à leurs homologues francophones, quel que puisse être leur nombre. Il a donc recommandé que dorénavant, tout Bulletin d'interprétation, circulaire et directive, y compris les communautés d'urgence, soit distribué simultanément dans les deux langues officielles, afin de respecter l'égalité de statut du français et de l'anglais stipulée par la Loi.

Le ministre a fait parvenir au Commissaire un exemplaire de la directive adressée à ses cadres supérieurs, dans laquelle il leur était enjoint de se conformer à la recommandation. Il ajoutait par ailleurs qu'il avait demandé des traducteurs supplémentaires au Secrétariat d'Etat pour pouvoir atteindre ce but.

DOSSIER N° LIEU

NATURE DE LA PLAINTE

RÉSULTAT

1792	Ottawa	Inscription unilingue anglaise sur une enveloppe.	Mesures correctives
1849	Ottawa	Affiche de concours bilingue renfermant une grave erreur de traduction.	Mesures correctives
1897	Ottawa	Un francophone reçoit une formule unilingue anglaise après en avoir fait la demande en français au téléphone.	Explications
1926	Ottawa	Un francophone reçoit une formule personnelle de déclaration de revenus en anglais.	Service rendu
1936	Toronto	Un francophone éprouve de la difficulté à remplir sa formule de déclaration de revenus.	Retrait
1939	Ottawa	La note dans les guides de déclaration de revenus expliquant que les formules et dans l'autre langue officielle devraient être mise en évidence.	Explications

2) les standardistes unilingues anglaises passent automatiquement les communications en français à un collègue parlant bien cette langue, après en avoir avisé leur interlocuteur par cette phrase très simple :

« Un instant, s'il vous plaît » ;

3) les préposées au téléphone s'abstiennent de parler anglais aux francophones, étant donné que ce service doit leur être fourni automatiquement dans leur langue ;

4) dans tous les cas prévus par les trois recommandations précédentes, l'attente soit aussi courte que possible ;

5) des mesures soient immédiatement prises pour assurer au Centre de développement professionnel une capacité bilingue suffisante pour servir le public dans les deux langues pendant la durée du stage de formation linguistique auquel participent les titulaires unilingues de postes bilingues ;

6) toutes les communications internes d'intérêt général adressées à ses employés par le Centre de développement professionnel ou devant être distribuées largement soient simultanément mises en circulation dans les deux langues officielles.

Le ministère a fait savoir au Commissaire au mois d'octobre 1974 que le Centre de développement professionnel disposait désormais, au niveau du secrétariat, d'une capacité bilingue lui permettant d'exécuter les recommandations qui lui avaient été faites en ce qui concerne les communications téléphoniques. Le centre était en outre en mesure de servir les employés du ministère et le public dans les deux langues en l'absence des titulaires de postes bilingues suivant des cours de langue. Enfin, toutes les communications internes du centre présentant un intérêt général ou appelées à être largement diffusées seraient dorénavant distribuées simultanément dans leurs deux versions.

Dossier n° 2957—La nécessité d'encourir des retards

Un francophone prend que, quand encore ils la reçoivent, c'est plusieurs semaines après la version anglaise que la version française des directives, circulaires et Bulletins d'interprétation, qui sont préparés à Ottawa, parvient aux bureaux du ministère du Revenu national (Impôt) des districts francophones.

Le ministère a rappelé que sa politique officielle en la matière consistait à faire paraître côte à côte, donc simultanément, les deux textes de tous ses Bulletins d'interprétation, circulaires et directives appelés à être largement diffusés et qu'il en allait normalement de même pour les directives à large diffusion incorporées par la suite dans le *Manuel des opérations de l'impôt*. Il précisait toutefois que « dans un nombre

présentent en français et en anglais;

1) les téléphonistes du Centre de développement professionnel se recommandent au ministère de faire en sorte que :

Après examen de la question, le Commissaire a conclu qu'il y avait eu infraction à la Loi sur les langues officielles. Il a en conséquence demandé au Commissaire de transmettre ses excuses au plaignant en le but de tourner les obligations faites par la Loi. Le ministère a c'était alors toujours en raison des impératifs du calendrier, mais les rédacteurs omettaient quelquefois l'une des deux versions, mais intéressant l'ensemble du personnel. Il était malheureusement vrai que versions de tous les textes (directives, instructions, notes de service, etc.) rappelé qu'il avait pour principe de faire publier côte à côte les deux éviter qu'une erreur de ce genre ne se reproduise. Il a par ailleurs auraient dû circuler et a ajouté que des mesures étaient prises pour autres, le ministère a reconnu que c'était en version bilingue qu'elles fait normal qu'elle n'ait été préparée qu'en anglais. Pour ce qui est des tous de langue anglaise et que, par conséquent, il lui paraissait tout à diffusée, mais à l'intention d'un groupe restreint et précis d'employés, que l'une d'entre elles n'avait pas été rédigée pour être largement lées à l'attention du Commissaire par le plaignant, le ministère a précisé En ce qui concerne les trois notes de service ultérieurement signa-

dans les plus brefs délais.

3) la correspondance adressée aux employés leur était distribuée en anglais uniquement quand le caractère impératif des échéances rendait la chose indispensable et, dans ce cas, la version française leur parvenait

ment aux directives ministérielles et gouvernementales; des fonctions bilingues devaient suivre des cours de langue, conformément Cette méthode avait été abandonnée et tous les unilingues remplissant occupé certains postes à titre intérimaire pendant un certain temps, qu'un certain nombre d'employés mis à la disposition du centre aient recruter un personnel enseignant et administratif valable. Cela expliquait aspects essentiels des activités du centre; parallèlement, il avait fallu afin de fixer le programme, ainsi que la structure et le contenu des cours, certain nombre de divisions du siège central et de bureaux de district, pour respecter des échéances impératives, emprunter des agents à un y avaient entamé leur programme de formation.) Or, il avait fallu, réalité en moins d'un an. (Le 5 juin 1974, deux cent cinquante stagiaires ment nouveau, qui, de plus, était passé du stade de concept à celui de

1) la réceptionniste du centre était bilingue, mais qu'il se pouvait que sa remplaçante temporaire n'ait pas pris les appels dans les deux langues;

2) ce centre représentait, pour le ministère, quelque chose d'entière-

Le ministère a informé le Commissaire que :

Un francophone se plaint au Commissaire de ce que le Centre de développement professionnel ne se présente qu'en anglais au téléphone, de ce qu'on y a affecté des intermédiaires à certains emplois pour mieux contourner les directives du Conseil du trésor exigeant des unilingues nommés à un poste bilingue qu'ils suivent des cours de langue et de ce que l'on y distribue au personnel des documents en anglais accompagnés d'une note en annonçant une version française pour un peu plus tard.

Dossier n° 2947—Centre de développement professionnel

(2) les mesures utiles soient prises afin qu'il soit tenu compte de l'égalité de statut des deux langues officielles dès la phase d'élaboration de tout nouveau programme.

(1) ses services techniques et du bilinguisme continuent d'étudier les répercussions des programmes informatiques actuels sur la langue de travail;

Ils ont noté que tant les manuels que les instructions portant sur les programmes existaient dans les deux langues et que, d'évidence, le ministère s'efforçait de permettre à ses agents francophones de travailler dans leur langue. Toutefois, selon eux, le système en usage exigeait encore davantage d'efforts des fonctionnaires de langue française que de leurs collègues anglophones, ce qui est contraire à l'esprit de la Loi sur les langues officielles. Le Commissaire a, en conséquence, recommandé au ministère de veiller à ce que :

de pouvoir constater de visu la complexité du problème et d'approfondir la question avec les informaticiens du ministère.

Les représentants du Commissaire se sont rendus sur les lieux afin d'autres solutions ont été préconisées, notamment la systématisation de l'emploi de la langue du contribuable et le recours au seul français dans le cas des bureaux de district québécois, mais, pour les mêmes raisons, aucune d'entre elles ne s'est avérée satisfaisante. »

Au moment où la production d'imprimés bilingues était envisagée, nos spécialistes ont fait une tentative de traduction des textes. Ils se sont heurtés à deux principales difficultés : d'une part, les messages contiennent un certain nombre d'abréviations et de vocables qui, n'étant ni anglais ni français, ne se prêtent pas à traduction, d'autre part, la transcription en deux langues nécessite l'emploi de feuillets d'un format extrêmement peu facile d'emploi et une disposition beaucoup trop complexe.

L'exercice de leur profession; ils devaient toutefois présenter les reçus habituels. Bien entendu, plusieurs possibilités s'offraient aux particuliers désireux d'apprendre une des langues officielles, et la méthode choisie par le plaignant semblait le mieux répondre à ses besoins et tenir compte de ces exigences.

Malheureusement, les contribuables qui choisissaient cette méthode ignoraient ordinairement qu'ils devaient d'abord s'assurer que l'établissement d'enseignement auquel ils s'adressaient avait été reconnu par le ministère de la Main-d'œuvre et de l'Immigration. Le Commissaire a ajouté que selon lui, il était de l'intérêt public d'encourager les Canadiens qui, de leur propre initiative, apprenaient la langue seconde.

Comme pour d'autres contribuables auparavant, la demande pressante et logique du Commissaire n'a pas été exaucée. Le ministère a répondu que le fait de déduire ou non les frais d'inscription à un cours de langue seconde était du ressort du ministre des Finances qui déterminait la politique fiscale. Ainsi, le ministère n'avait d'autre choix que de rejeter les demandes de déduction à moins que celles-ci ne soient jugées être des frais de scolarité. Comme le plaignant n'avait pas fréquenté une institution d'enseignement admissible aux termes de l'alinéa 60 (f) de la Loi de l'impôt sur le revenu, ses dépenses n'étaient pas déductibles.

Qui ne risque rien n'a rien. À la lumière de la réponse du ministère, le Commissaire a écrit au ministre des Finances, lui demandant d'étudier la possibilité d'étendre la portée de l'alinéa 60 (f) de la Loi de l'impôt sur le revenu. Le ministre a convenu de considérer la proposition du Commissaire lors de l'étude des modifications à apporter à ladite Loi.

Dossier n° 2906—Certains imprimés d'ordinateurs

Un francophone déplore que certains imprimés d'ordinateur ne précisent qu'en anglais les instructions adressées aux bureaux de district du Québec, dont la langue de travail est en principe le français. Selon lui, il serait très simple de bilinguiser ces textes.

Le ministère a fait la réponse suivante :

« Le problème de la documentation à usage interne produite par les ordinateurs a été évoqué à maintes reprises, sans toutefois qu'une solution ait jusqu'à présent pu être dégagée. La difficulté ne réside pas dans une quelconque impossibilité de programmer la machine de sorte qu'elle fournisse des textes français, mais dans le fait qu'elle ne peut prévoir la langue du destinataire. De plus, les messages en cause sont rédigés automatiquement, sans que soit au préalable déterminée leur destination finale. Par ailleurs, ces imprimés circulent souvent de bureau en bureau; or, nombre de services comptent des locuteurs des deux langues parmi leur personnel.

et 3° du droit qu'ont les contribuables de se faire servir dans la langue

officielle de leur choix partout où la demande est importante, le Commissaire a recommandé au ministre d'augmenter l'effectif bilingue de son bureau d'Edmonton.

Le ministre, dans une lettre du 21 février 1973, a informé le Commissaire qu'il avait pris les mesures suivantes pour rectifier la situation à son bureau d'Edmonton. Cinq des postes de la section des cotisations ont été identifiés bilingues. Trois de ces postes sont déjà occupés par des titulaires bilingues et les employés élus aux deux autres postes seront bilingues dès qu'ils auront fini leur cours de formation linguistique.

Dossier n° 2814—Non-déductible

Le plaignant envoie au Commissaire la copie d'une lettre qu'il avait écrite au Bureau de l'impôt du district d'Ottawa relativement à un avis de réévaluation selon lequel il ne pouvait déduire de l'impôt les frais d'un cours de français.

Le Commissaire a expliqué au plaignant que cette question ne constituait pas une infraction à la Loi sur les langues officielles et qu'il ne pouvait donc pas intervenir officiellement afin de redresser la situation. Il avait toutefois transmis la lettre du plaignant au sous-ministre du Revenu national (Impôt) et s'était renseigné sur la possibilité de faire déduire les frais consacrés à l'étude de la langue seconde.

Le ministre a répondu qu'en vertu de la Loi de l'impôt sur le revenu, un contribuable peut déduire des frais de scolarité si, durant l'année, il a été inscrit à une institution d'enseignement au Canada, certifiée par le ministre de la Main-d'œuvre et de l'Immigration. Comme l'établissement commercial choisi par le plaignant n'était pas reconnu par ce ministre, les frais de scolarité n'étaient pas déductibles.

Le Commissaire a répondu que le gouvernement offrait aux provinces des sommes considérables afin d'encourager l'enseignement des deux langues officielles au Canada, et avait pris des mesures afin que des cours de langue fussent offerts aux frais de l'Etat, dans certains établissements d'enseignement, aux personnes qui, ne connaissant pas la langue seconde, pouvaient difficilement obtenir un emploi permanent. Le programme administré par le ministre de la Main-d'œuvre et de l'Immigration ne s'adressait pas à ceux qui avaient une occupation lucrative; il lui semblait donc que la liste des établissements d'enseignement établie par le ministre pourrait ne pas s'appliquer dans le cas du plaignant. Le Commissaire a proposé que les contribuables travaillant à leur propre compte puissent déduire, à titre de frais d'exploitation, les frais de scolarité déboursés pour apprendre la langue officielle qu'ils considéraient essentielle dans leur commerce ou dans

Une francophone se plaint qu'elle n'a pas obtenu de service dans la langue de son choix lorsqu'elle s'est adressée au bureau régional du ministère à Edmonton. Elle se plaint de ne pas avoir reçu de formulaire français pour l'année 1972-1973. Cet incident a donné lieu à une série d'événements qu'elle décrit en détail et qui se résument au fait que le ministère n'avait pas tenu compte de sa réponse faite en français. Elle a ensuite tenté de communiquer en français par téléphone avec le bureau en question, mais sans succès.

Un francophone se plaint qu'on n'ait pu le servir en français au même bureau au cours de la même semaine.

Selon le ministère, la plaignante aurait rempli et soumis son rapport d'impôt pour 1971 en anglais et c'est pour cette raison qu'on lui aurait fait parvenir un formulaire anglais pour l'année 1972. On aurait ensuite demandé un supplément d'information à la plaignante par le truchement d'une lettre-circulaire bilingue à laquelle celle-ci n'aurait pas répondu. La plaignante aurait pu se faire servir en français, a précisé le ministère, si elle en avait fait la demande en soumettant son rapport ou en répondant à la lettre qui lui fut adressée. En fait, l'époux de la plaignante avait demandé un formulaire en français et le préposé du ministère lui en avait fait parvenir, par erreur, une copie anglaise.

Le ministère avait engagé deux employés bilingues dans son bureau régional d'Edmonton. Or durant la semaine où la plaignante a fait ses appels téléphoniques, un de ces deux fonctionnaires était en congé annuel et l'autre en congé de maladie. Cela expliquait également l'insatisfaction du second plaignant.

Le ministère a également informé le Commissaire que ses représentants d'Edmonton ont convoqué la plaignante et son époux et qu'ils ont alors pris les dispositions nécessaires pour régler la question de leurs contributions dans la langue de leur choix. Ils ont de plus assuré la plaignante qu'elle serait dorénavant servie en français.

Le Commissaire s'est enquis auprès du ministère de la répartition du personnel au bureau régional d'Edmonton. On lui a répondu qu'en date du 30 juin 1973, ce bureau comptait 390 fonctionnaires à plein temps. De ce nombre, 53 étaient affectés à la section des cotisations. Il appert donc que les deux employés bilingues travaillant dans cette section représentaient moins de 4 % de l'effectif.

Tenant compte : 1° de la capacité très limitée du bureau régional d'Edmonton d'assurer des services en français; 2° de la proportion de francophones qui résident dans les districts d'Edmonton, de St-Paul/Bonnyville et de Rivière-la-Paix, districts que dessert ce bureau régional;

APPRECIATION

C'est avec un empressement ne cédant en rien à celui qu'il met d'ordinaire à soulager le contribuable de sa cotisation annuelle, que le fisc a déduit des plaintes et des recommandations les améliorations susceptibles de l'exonérer à l'avenir. Les arrhes versées à titre d'acompte semblent indiquer notamment que les quelques menues dettes seront plus que couvertes par la réalisation d'actifs prometteurs. En effet, sur les 13 recommandations formulées à l'issue de l'étude spéciale dont il a fait l'objet, seules trois de celles qui avaient été reportées à cette année n'ont pas encore été appliquées intégralement et cinq seulement des 43 plaintes que nous avons reçues ont nécessité une recommanda-

tion formelle.

Le rapport de l'an dernier signalait que le Commissaire avait adressé 13 recommandations au ministère à propos de la langue de service et que, dès octobre 1973, cinq d'entre elles avaient été appliquées intégralement et les autres partiellement. En décembre 1974, l'institution a rapporté de nouveaux progrès : cinq autres recommandations avaient pris effet et les trois dernières faisaient l'objet d'efforts soutenus. Le ministère avait décidé, entre autres, de prendre les mesures qui s'imposaient pour qu'on réponde au téléphone dans la langue de l'interlocuteur, pour mieux faire connaître au public sa capacité à assurer ses services dans les deux langues, pour garantir une place équivalente aux publications françaises et anglaises (en veillant à ce que cette documentation soit également facile d'accès dans ses bureaux de district) et, enfin, pour assurer, aux termes d'accords passés avec les Postes, une place aussi visible et aussi facile d'accès aux deux versions des formulaires d'impôt. Par ailleurs, la recommandation portant sur la mise au point d'une méthode permettant au contribuable de faire connaître à l'avance la langue de son choix en l'indiquant dans sa déclaration serait appliquée jusqu'à réalisation de l'objectif à long terme consistant à mettre en circulation un imprimé bilingue.

Deux recommandations n'étaient cependant pas encore entièrement observées : d'une part l'institution n'était pas en mesure, en raison de la composition du personnel, de garantir des services bilingues dans la totalité de ses antennes, d'autre part, on ne lui avait pas encore affecté suffisamment de traducteurs pour lui permettre d'éliminer les retards dont souffre parfois le courtier.

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
2316	Ottawa	Mesures correctives
2384	Ottawa	Mesures correctives
2487	Ottawa	Mesures correctives
2548	Montréal	Retrait
2575	Ottawa	Mesures correctives
2578	Montréal	Retrait
2580	Ottawa	Mesures correctives
2614	Québec	Explications
2685	Brookville, Cornwall, Kinston, Lansdowne, Prescott, Pembroke, Trenton	Service rendu
2751	Toronto	Mesures correctives
2782	Ottawa	Mesures correctives
2869	Vancouver	Explications
2879	Winnipeg	Explications
2976	Cornwall	Retrait
3001	Endroit inconnu	Retrait
3062	Halifax	Explications

comparaient tous l'anglais. D'ailleurs, de retour à Prescott, le plaignant s'était même expliqué en anglais à l'agent en chef des douanes. L'un des passagers avait fini par demander si l'un des officiers parlait français, mais quand on lui avait offert de parler à un agent francophone, il avait refusé. De toute façon, deux agents de service, ce jour-là, parlaient français.

Apparemment, le plaignant avait eu amplement l'occasion d'expliquer pourquoi il avait quitté le poste. Il était malheureusement devenu très agité, il avait élevé la voix, fait corroboré par son frère, qui s'en était excusé à l'agent en chef.

Les amendes imposées pour quitter la douane sans autorisation sont normalement de l'ordre de \$ 50 à \$ 200, mais parce que tout était en règle dans la voiture du plaignant et qu'il avait reçu une contravention de la Police provinciale de l'Ontario pour excès de vitesse, et vu son état d'agitation, l'agent en chef avait jugé à propos de réduire l'amende à \$25.

Ces explications ont été communiquées au plaignant en l'invitant à téléphoner au Commissaire s'il n'était pas d'accord avec la version de l'incident fournie par le ministère. Le plaignant a effectivement contacté le Commissaire pour lui dire qu'il ne désirait pas poursuivre l'affaire, se disant satisfait d'apprendre que le ministère n'avait pas l'intention de prendre d'autres mesures contre lui.

DOSSIER N°	LIEU	NATURE DE LA PLAINTÉ	RÉSULTAT
1888	Regina	Pas de service en français aux Douanes de Regina.	Explications
2074	Louisbourg	Panneau unilingue anglais.	Mesures correctives
2154	Winnipeg	Prétendues irrégularités dans un concours.	Retrait
2177	Ottawa	Tampon unilingue anglais utilisé sur les enveloppes.	Mesures correctives
2229	Ottawa	Un francophone reçoit de la correspondance en anglais seulement.	Mesures correctives
2270	Ottawa	Fonctionnaire francophone empêché de suivre un cours en anglais.	Retrait
2277	Toronto	Tampons unilingues anglais utilisés par le bureau des Douanes de Toronto.	Mesures correctives
2288	Ottawa	Les chandails des joueurs de l'équipe de la balle molle portent l'inscription unilingue « Customs and Excise ».	Renvoi

Un correspondant francophone informe le Commissaire des diffcultés survenues à la douane, au port de Prescott (Ontario). Il avait demandé des renseignements sur la manière la plus rapide de se rendre à Ottawa et on lui avait répondu en anglais. Étant donné sa compréhension limitée de cette langue, il s'est mis en route en croyant qu'on lui avait recommandé de tourner d'abord à gauche, puis de continuer tout droit jusqu'à Ottawa. En réalité, on lui avait ordonné de s'arrêter pour que sa voiture soit fouillée. Une formule unilingue E-67 avait été placée sur son pare-brise, mais le correspondant l'avait prise pour un laissez-passer remis à tous les Canadiens rentrant au pays. Par la suite, la Police provinciale de l'Ontario l'a arrêté à Kemptville et l'a obligé à retourner à Prescott où il a été interrogé en anglais, bien qu'il ait apparemment demandé de parler à un agent francophone. On a fouillé sa voiture mais on n'a rien trouvé. Le plaignant, qui a reçu une amende de \$ 25, estime qu'il a été traité comme un criminel.

Comme le bureau de Prescott avait déjà fait l'objet d'une plainte semblable, le Commissaire a rappelé au ministère son projet visant à accroître la capacité bilingue du bureau de Prescott. Le ministère avait, auparavant, accepté de mettre en pratique la recommandation du Commissaire d'exiger des agents unilingues anglophones qu'ils disent : « Un instant, s'il vous plaît », et qu'ils fassent appel à un collègue bilingue. Le Commissaire avait également reçu l'assurance que la formule E-67 allait dorénavant être bilingue. En conséquence, il a demandé au ministère de lui envoyer, avec ses commentaires, un double de toutes les directives qu'il a données au bureau de Prescott concernant la prestation de services bilingues au public à la suite de la dernière plainte.

Le ministère s'est rendu à la demande du Commissaire en lui envoyant les directives demandées et en lui fournissant de longues explications. En ce qui a trait à la capacité bilingue du bureau de Prescott, un agent bilingue y avait été affecté en 1972 et on prévoyait d'augmenter sous peu le nombre d'employés bilingues. Comme l'a recommandé le Commissaire le 7 mars 1972, la phrase « Un instant, s'il vous plaît » est employée couramment. La formule E-67 n'est pas à l'usage du public, mais la version unilingue, retirée de la circulation, était encore employée à Prescott à la suite d'une fausse interprétation des instructions relatives au déclassement des stocks.

Quant à l'incident en question, le ministère a déclaré que ni le plaignant, ni aucun des trois autres passagers n'avait manifesté le désir d'être servi en français, et l'agent des douanes avait l'impression qu'ils

reprises au cours des deux dernières années il a dû servir d'interprète aux membres de sa famille qui avaient été refoulés pour permettre aux autres passagers de se présenter à la douane et à l'immigration; leur tour venu, ils furent interrogés en anglais par un agent unilingue. Le plaignant a aussi remarqué qu'il n'y a pas d'écriture française à l'aéroport et que toutes les annonces sont faites en anglais dans le secteur réservé aux douanes et à l'immigration; quant aux services de douane de Saint-Jean, le plaignant affirme qu'ils fonctionnent uniquement en anglais.

Le ministère du Revenu national (Douanes et Accise), dont les agents sont chargés des examens préliminaires, avait reconnu l'importance de servir le public dans les deux langues officielles à Gander et à Saint-Jean et il avait identifié deux postes à désigner bilingues, conformément aux directives du Conseil du trésor. Le ministère a souligné en outre qu'il négociait avec d'autres ministères certains arrangements visant à augmenter la capacité bilingue à Gander comme à Saint-Jean.

L'absence d'écritures bilingues à l'aéroport était attribuable en partie aux travaux de rénovation. Le ministère a affirmé au Commissaire que tous les panneaux dans le secteur des douanes étaient bilingues comme d'ailleurs ceux des services de la Santé et du Bien-être, et ceux de l'immigration. Ailleurs dans l'aéroport, cependant, de nombreux écriteaux étaient en anglais seulement, mais le ministère des Transports avait entrepris de les modifier pour les rendre conformes aux exigences de la Loi sur les langues officielles.

A l'aéroport international de Gander, la plupart des annonces sont transmises par le service d'information d'Air Canada, par haut-parleur et, dans la mesure du possible dans les deux langues officielles. Suite à une enquête spéciale menée en 1971-1972 sur les services d'Air Canada au public, le Commissaire avait recommandé notamment que les annonces soient faites dans les deux langues officielles. Le ministère avait d'ailleurs contacté Air Canada à ce sujet.

Comme les ministères ont l'obligation de prendre les mesures administratives qui s'imposent pour se conformer aux besoins linguistiques des postes désignés comme bilingues pour satisfaire aux exigences de la Loi sur les langues officielles, le Commissaire a recommandé au ministère du Revenu national (Douanes et Accise) de s'occuper immédiatement de ces arrangements.

Le ministère a informé le Commissaire qu'il avait fixé au 31 mars 1975 la date de désignation de deux postes bilingues (Gander et Saint-Jean) et qu'il était prévu que les titulaires suivraient un cours de langue au début de la nouvelle année financière (1974-1975). En attendant, on comblerait les lacunes à Gander et à Saint-Jean en assurant aux voyageurs francophones un service d'interprétation grâce aux mesures

Le plaignant affirme qu'il n'y a pas de douanier ni d'agent d'immigration parlant français à l'aéroport international de Gander. A trois

Dossier n° 2258 — A l'aéroport international de Gander

PLAINTES

Le ministère s'est également servi de ces critères pour appliquer un certain nombre de recommandations relatives à l'offre automatique de services bilingues et au recrutement d'agents bilingues. Et s'il est indéniable que la réalisation d'un tel programme peut effectivement être considérée comme susceptible de mener à une observation intégrale de la Loi, le Commissaire tient à souligner que c'est, sans contestation possible, individuellement, à chaque ministère, que la Loi impose ses obligations. Il en découle donc que le ministère se doit d'y satisfaire de sa propre initiative, immédiatement ou aussitôt que possible.

Les exigences linguistiques des postes et fixer le calendrier des nominations de titulaires dûment qualifiés.

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A l'heure actuelle, le ministère n'a encore atteint qu'un seul des objectifs que lui a fixés le Commissaire dans le domaine de la définition des orientations et de la planification.

Et si le service des langues officielles a bien réussi à élaborer un programme d'information sur le bilinguisme à l'intention des cadres et du personnel, le travail consistant à réviser et à distribuer à nouveau la déclaration ministérielle portant sur sa politique de bilinguisme n'est pas encore, malgré son urgence, arrivé à terme. Qui plus est, l'institution n'a pas encore arrêté, en ce qui concerne la prestation de services bilingues au public, de plan qui tienne compte à la fois des problèmes et besoins particuliers des Douanes et Accise et des observations et recommandations du Commissaire. Pour toute planification, elle s'est en effet contentée de choisir la solution de facilité, c'est-à-dire de suivre les critères édictés par le Secrétariat du Conseil du trésor pour définir les exigences linguistiques des postes et fixer le calendrier des nominations de titulaires dûment qualifiés.

On retrouve la même inégalité de résultats sur le terrain de la politique du personnel et des cours de langue. Conformément aux recommandations formulées dans ce domaine, les concours de recrutement sont désormais diffusés dans les deux langues et le recrutement d'auxiliaires bilingues se poursuit. Le ministère a également pris certaines mesures visant à évaluer avec précision les besoins et priorités dans le domaine de la formation linguistique et à mettre sur pied un programme d'études extrêmement fonctionnel à l'intention de ses agents. L'institution a encore précisé qu'elle encourageait son personnel

Le ministère a dit avoir satisfait aux recommandations portant sur les priorités en matière de traduction, l'information du public quant à l'existence de services en français, la détermination des préférences linguistiques de la clientèle et la modification, dans les services d'accise, de la signalisation dont il a la responsabilité. Il a d'autre part signalé la mise en application de plusieurs recommandations intéressant la signalisation, les insertions dans les annuaires, les cartes de visite et les tampons. Rien, cependant, n'a encore été fait en ce qui concerne le troisième groupe de recommandations, qui préconisent une égale visibilité pour les deux versions des formulaires, publications et autres documents d'information.

Le troisième rapport annuel faisait état des 48 recommandations adressées au ministère à la suite de l'étude spéciale conclue en janvier 1973. En décembre 1974, le ministère a fait savoir que si neuf d'entre elles restaient à appliquer, 13 l'étaient partiellement et 24 intégralement; mais, pour 13 de ces dernières, étant donné l'ambiguïté de l'information qui lui a été transmise, le Commissaire n'a pas pu juger précisément de l'écho qu'elles avaient suscité. Le Bureau a par ailleurs reconnu que la restructuring de la Division de l'accise avait rendu inopérantes deux de ses recommandations.

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Si l'on ne peut que regretter que, ail de lynx et réflexe fulgurant lorsqu'il s'agit d'intercepter les contrebandiers, le ministère soit hélas frappé d'éblouissement pour ainsi dire chaque fois que se présente une question linguistique (affection d'autant plus fâcheuse qu'elle donne bien souvent à la fraude unilingue l'occasion d'ignorer les solides garan-

APPRECIATION

« Vous qui passez sans me voir »

REVENU NATIONAL (DOUANES ET ACCISE)—« Vous qui

2676	Iroquois Falls (Ontario)	Pas de productions locales à la télévision française desservant le Nord ontarien.	Explications
2695	Staples (Ontario)	Interprétation simultanée des discours et déclarations télévisées.	Explications
2746	Kingston (Ontario)	Pas de radio et de télévision en langue française à Kingston.	Mesures correctives
2802	Toronto	Mention unilingue anglaise sur une enveloppe adressée à un francophone.	Mesures correctives
2817	(Ontario)	Pétition des francophones de Geraldton, Thunder Bay, Dryden et Kenora pour obtenir la radio et la télévision en langue française.	Explications
2845	Penticton-Kelowna (C.-B.)	Réduction ou suppression des émissions offertes en langue française par le poste CHBC-TV.	Explications
2872, 3177	Sherbrooke, Ottawa	Surimpression en langue anglaise sur l'écran durant un match de football.	Explications
2919	Windsor-Essex-Kent	Radio-Canada n'offre pas des services équivalents à la population francophone.	Explications
3034	Sarnia	Pas de radio et de télévision en langue française à Sarnia.	Explications
3101	Brantford (Ontario)	Etude confidentielle n'incitant pas les responsables de Radio-Canada à accélérer l'extension des services de télévision française dans le Sud-ouest de l'Ontario.	Explications
3213	Kingston	Pas de radio et de télévision en langue française à Kingston.	Explications
3253, 3284, 3285, 3288	Saint-Paul/Bonnyville (Alberta)	Retard dans la construction d'un ré-émetteur-télévision.	Explications

2336	Windsor-Essex-Kent (Ontario)	Pas de service de radio-télévision en français dans cette région.	Mesures correctives
2349	Pas de télévision française en Saskatchewan et en Colombie-Britannique.	Explications
2365	North-Bay (Ontario)	Pas de poste de radio de langue française à North Bay.	Explications
2372	Ragotville (Québec)	Pas de service de radio-télévision en anglais dans la région du Saguenay.	Explications
2381	Peterborough (Ontario)	1 550 signataires réclament des émissions en français pour la région de Peterborough.	Explications
2387	Sault Ste-Marie (Ontario)	Pas de radio ni d'émissions en langue française à Sault-Ste-Marie.	Explications
2400	(Ontario)	Pas de télévision française à Chapleau, Dubreuilville et Wawa.	Explications
2415, 2569	Earlton (Ontario)	Pas de services de télévision et de radio adéquats en français dans la région de Temiskaming.	Explications
2436	Edmonton	Réceptionniste anglophone unilingue au poste de télévision français à Edmonton.	Mesures correctives
2437	Toronto	Inscription unilingue anglaise sur une enveloppe.	Mesures correctives
2471	Ottawa	Services inadéquats le soir des élections au Québec au réseau CBOT.	Non fondée
2489	Church Point (N.-E.)	Mauvaise qualité de la réception d'émissions de radio et télévision en français.	Mesures correctives
2496	Montréal	Services inadéquats au réseau anglais de Montréal le soir des élections provinciales.	Non fondée
2520	Truro (N.-E.)	Pas d'émissions de télévision en français dans la région de Truro.	Explications
2521	Windsor (Ontario)	Carte géographique unilingue anglaise sur un feuillet publicitaire.	Mesures correctives
2567	Sudbury (Ontario)	Mauvais service de télévision offert aux francophones du Nord ontarien.	Explications
2603	Edmonton	Réceptionniste anglophone unilingue au poste CBXFT-11.	Mesures correctives
2616	Vancouver	Le samedi matin, à la télévision anglaise on ne donne que des émissions en français.	Explications
2670	Elliot Lake (Ontario)	Mauvaise réception des ondes de la télévision de langue française.	Mesures correctives

Tout en comprenant la nature des difficultés auxquelles la société doit faire face, le Commissaire lui a quand même demandé de faire tout ce qui est possible pour que les gens de Zenon Park puissent recevoir des émissions en langue française dans un délai raisonnable.

DOSSIER N° LIEU

NATURE DE LA PLAINTE

RÉSULTAT

1443	Toronto	Papier à lettre et enveloppe à en-tête unilingue anglais.	Mesures correctives
1490, 1600, 2561	Toronto	Commentaires unilingues anglais paraissant sur l'écran lors de matches de hockey.	Explications
1796	Ottawa	Certaines émissions du réseau anglais contiennent des passages en français.	Explications
1803	Toronto	Documents et notes de service unilingues anglais aux employés francophones.	Mesures correctives
1865	Mattawa (Ontario)	800 signataires réclament une meilleure réception des émissions de télévision en français.	Mesures correctives
1891	Ottawa	Des techniciens unilingues anglais travailleraient auprès du public franco-phonie.	Explications
1919	Ottawa	Affiches unilingues « CBC » sur le pare-brise d'une voiture.	Retrait
1922, 1951	Ottawa	Affichage unilingue anglais, catégoria, rue Lanark.	Mesures correctives
1942	Ottawa	Annonce rédigée uniquement en français dans le magazine <i>Place d'Arms</i> .	Mesures correctives
1960	Penetanguishene (Ontario)	Les francophones de cette région désirent des programmes de télévision en français.	Explications
1988	Hamilton	Standardistes unilingues à CIBC.	Mesures correctives
2004	Ottawa	Plus de films en langues étrangères avec sous-titre ou doublage en anglais ou en français devraient être présentés.	Explications
2014	Wawa (Ontario)	Pétition pour l'obtention d'un réseau de télévision en langue française pour la région.	Explications
2092, 2257	Toronto	Standardistes ne répondant qu'en anglais.	Mesures correctives
2114	Moose Jaw (Saskatchewan)	Diffusion de l'hymne national en français seulement.	Mesures correctives
2243	Ottawa	Mode d'emploi des extincteurs à la Maison Radio-Canada en anglais seulement.	Mesures correctives

localités canadiennes d'au moins cinq cents habitants qui ne reçoivent pas le programme national ou le reçoivent mal.

Pour parvenir à offrir équitablement son service, la société Radio-Canada a mis au point une formule de cotation permettant d'établir un ordre de priorité dans ses projets. Cette formule, qui tient compte de six facteurs (population, coûts d'équipement, coûts de fonctionnement, partit provinciale, isolement géographique et culturel, dont la pondération relative respective est de 40, 15, 15, 10, 80 et 40), est conçue pour assurer le service au plus grand nombre possible d'habitants, là où le besoin est le plus manifeste, tout particulièrement dans les régions isolées. Cette formule de cotation, ainsi que les autres aspects du programme, ont été étudiés à fond avec le CRTC, le ministère des Communications, le Secrétariat d'Etat et d'autres ministères.

Présentement, les stations de la société et les stations affiliées assurent la distribution du service national dans les proportions suivantes : 96 % pour la télévision anglaise, 95 % pour la télévision française, 98 % pour la radio anglaise, 97 % pour la radio française. La réalisation du plan accéléré permettra aux quatre réseaux de rejoindre environ 99 % de la population. La société continuera par ailleurs de suivre l'évolution des mouvements de population qui pourraient avoir des conséquences sur ce plan.

Ce dernier prévoit l'installation à Carrot River d'un ré-émetteur qui permettra aux habitants de Zenon Park de capter les émissions du Service français de télévision. Une demande à cette fin devrait être présentée au CRTC durant la quatrième année de mise en œuvre du programme en question.

Le Commissaire a demandé des précisions à la société sur la date à laquelle elle prévoyait offrir des émissions en langue française à la population de Zenon Park.

La société a répondu qu'il lui était difficile de respecter un calendrier parce que le contrôle d'un projet lui échappait en partie; cela expliquait sa réticence à fixer des dates. La procédure exige en effet qu'après avoir réuni la documentation nécessaire la société soumette une proposition officielle au Conseil de la Radio-Télévision canadienne, lequel inscrit alors le projet au calendrier de ses auditions publiques. Ces démarches peuvent prendre un an. La société doit ensuite patienter jusqu'à ce que le CRTC délivre le permis, car il lui est impossible d'engager la mise en œuvre du projet sans ce permis. La construction dure généralement environ un an, mais varie selon les délais de livraison des équipements et à cause des difficultés climatiques dans certaines régions. La société s'emploie toujours à faire aboutir ses projets aussi rapidement que possible, mais les retards ne sont pas toujours prévisibles ni contrôlables.

APPRECIATION

C'est peut-être en avance sur son temps que Radio-Canada a élaboré son nouveau et un tantinet coûteux symbole bilingue, soporifique-ment sibyllin pour les téléspectateurs des deux langues, mais, à en juger par les performances passées, le « programme accéléré d'expansion du réseau », qui doit permettre de toucher les minorités linguistiques isolées, semble bien ne pas avoir dépassé, dans beaucoup de cas, le stade des vœux pieux. La crédibilité de la société, et partant celle du gouvernement, risque fort d'en souffrir si rien ne vient convaincre ce public en puissance qu'Anik (notre satellite bien à nous) et progrès ne font qu'un.

Non moins d'un tiers des 75 plaintes contre la société (parmi lesquelles figurent cinq pétitions dont le nombre des signataires varie entre 92 et 1 500) concerne justement ledit « programme accéléré ». Ces témoignages ne déplorent pas seulement l'absence d'émissions en français dans certaines régions de la Nouvelle-Ecosse, de l'Ontario et de la Saskatchewan, mais aussi bien celle d'émissions en anglais dans le Saguenay, au Québec. Notons cependant que la société s'est efforcée de faire le maximum afin de régler au plus vite les plaintes relatives à la signalisation, aux services et à la qualité de l'image. En outre, le Bureau vient de lancer une étude qui doit permettre de déterminer, à l'échelon national, dans quelle mesure Radio-Canada satisfait aux dispositions de la Loi en matière de langue de service au public et de langue des communications internes.

PLAINTES

Dossiers nos 2763, 2921 — Zenon Park

Quatre-vingt douze personnes de Zenon Park (Saskatchewan) écrivent au Commissaire pour lui demander de les aider à obtenir la télévision française dans la Saskatchewan.

La société a répondu qu'elle avait reçu, en février 1974, l'assurance des fonds nécessaires pour exécuter un plan accéléré de rayonnement réparti sur cinq années.

Ce plan comprend plus de six cents projets de construction. Il s'agit d'un programme vaste et coûteux que la société a mis au point et que le gouvernement a approuvé pour permettre des transmissions radiophoniques et télévisuelles en français ou en anglais à toutes les

2847	Sumnerland	Ecriture du bureau de poste en anglais	Mesures correctives
2874	Ottawa	Avis des heures d'ouverture en anglais	Mesures correctives
2880	Niagara Falls	Pas de services en français au bureau de poste central.	Explications
2888	Blind River (Ontario)	Pas de services en français.	Explications
2897	Hopewell Cape (N.-B.)	Ecriture du bureau de poste en anglais seulement.	Explications
2903	Ville St-Laurent (Québec)	L'indication "Post office" sur la fenêtre française n'a pas de contrepartie.	Mesures correctives
2946	Ottawa	Une annonce paraît dans <i>Le Devoir</i> pour un poste ne nécessitant que la connaissance de l'anglais.	Explications
2984	Ottawa	Lettre en français envoyée en réponse à une candidature posée en anglais.	Retrait
3000	Sudbury	Formule anglaise envoyée à un franco-phone.	Mesures correctives
3009	Ottawa	Un francophone reçoit un questionnaire en anglais concernant du courrier perdu.	Mesures correctives
3046	Québec	Defaults dans la conception d'un bordereau de réception bilingue.	Mesures correctives
3053	Matlawa (Ontario)	Panneau en anglais seulement.	Mesures correctives
3068	Edmonton	Retard dans la réception de lettres adressées en français.	Mesures correctives
3072	Sudbury	Le texte français d'une circulaire laisse à désirer.	Mesures correctives
3088	Ottawa	Les formulaires de demande de passeport pour les adultes ne sont pas disponibles en français au bureau de poste sis à l'intersection des rues Sparks et Elgin.	Mesures correctives
3131	North Bay	Lettre en anglais adressée à un franco-phone.	Mesures correctives
3164	Bonfield (Ontario)	Panneau en anglais seulement.	Mesures correctives
3172	Halifax	Une lettre adressée en français est retournée à l'expéditeur.	Explications
3258	Ottawa	Un francophone se fait répondre en anglais au téléphone.	Mesures correctives

2536	New Liskard (Ontario)	Etiquettes pour marchandises pétisables disponibles en anglais seulement.	Mesures correctives
2540	Ottawa	Pas de services en français au bureau de poste à l'angle des rues Sparks et Elgin.	Mesures correctives
2545	Montréal	Un francophone reçoit une circulaire en anglais.	Explications
2556	Vancouver	Du courrier adressé en français n'est pas livré.	Mesures correctives
2562	Ottawa	Un membre d'un comité de sélection ne comprend pas le français.	Renvoi
2610	Montréal	Absence de service en anglais aux bureaux de poste des rues St-Hubert et Everett.	Explications
2611	Regina	Une lettre adressée en français est retournée.	Mesures correctives
2624	Québec	Des étampuses portent les mots "STAMPS" et "COIN RETURN" en anglais seulement.	Mesures correctives
2647	Sudbury	On demande à un francophone de s'adresser en anglais au guichetier.	Mesures correctives
2719	Edmonton	Le courrier adressé en français est soit retourné, soit distribué avec du retard.	Explications
2738	Moncton	Un francophone reçoit une lettre-for-mule en anglais.	Mesures correctives
2739	Kearns, Virginiatown	Affiches en anglais seulement.	Mesures correctives
2743	Vancouver	Une livraison par exprès d'une lettre est retardée parce qu'elle est adressée en français.	Non fondée
2775	Ottawa	Pernis de stationnement unilingues anglais.	Mesures correctives
2786	Sudbury	Lettre écrite en mauvais français.	Mesures correctives
2805	Ottawa	Un client anglophone se fait répondre impoliment au bureau de poste de la rue Besserer.	Explications
2828	Sudbury	Attente pour obtenir des services en français au bureau de poste de la rue Elm.	Retrait
2832	Ottawa	Un client francophone se fait répondre impoliment au bureau de poste de la rue Besserer.	Retrait

2234	Ottawa	Les lettres J et G dans les codes postaux prêtent à confusion puisqu'elles se prononcent de façon inverse en anglais et en français.	Renvoi
2246	Ottawa	Signes unilingues « OHMS » sur les véhicules.	Mesures correctives
2266	St-Jean (Terre-Neuve)	Pas de service en français.	Explications
2282	Ottawa	Inscription unilingue anglaise sur la chute du courrier dans un immeuble.	Explications
2294	Moncton	Priorité accordée au français sur les libellés des boîtes postales.	Non fondée
2297	Vancouver	Impossibilité d'obtenir des services en français au bureau de poste central.	Explications
2322	Vancouver	Réponse en anglais à une lettre rédigée en français.	Explications
2338	Ottawa	Un francophone reçoit un avis de remboursement en anglais.	Retrait
2345	Ottawa	Avis des heures d'ouverture en anglais au bureau de poste auxiliaire.	Mesures correctives
2350	Ottawa	On donne un accusé de réception unilingue pour une lettre enregistrée.	Mesures correctives
2389	Ottawa	Une enveloppe réponse accompagnée de questionnaires bilingues est adressée en anglais.	Retrait
2396	Ottawa	Lettres envoyées à « Terre-Neuve » retournées à l'expéditeur.	Mesures correctives
2428	Ottawa	Version anglaise d'une brochure envoyée à une association canadienne française.	Explications
2461	Ottawa	Le dessin sur le côté français d'une brochure bilingue contient un panneau dont le libellé est anglais.	Explications
2480	St-Boniface (Manitoba)	Les annonces du bureau de poste n'apparaissent pas dans le journal local français.	Explications
2498	Moncton	Questionnaire en anglais envoyé à une association culturelle francophone.	Mesures correctives
2506, 2761	Ottawa	Impossibilité d'obtenir des services en français au bureau de poste auxiliaire de Place Bell Canada.	Mesures correctives
2525	Kazabazua (Québec)	Un facteur laisse une note en anglais dans la boîte postale d'un francophone.	Mesures correctives

1914	Montréal	Instructions en anglais seulement sur la manière de faire des photocopies à la Place d'Armes.	Explications
1950	Verdun (Québec)	Pas de service en français au bureau de poste installé dans un magasin.	Étude spéciale
1964	Plamondon (Alberta)	Une affiche de concours pour maître de poste indique que seule la connaissance de l'anglais est exigée.	Mesures correctives
1979	Val d'Or (Québec)	Lettre adressée en français à la station des Forces canadiennes, retournée.	Explications
2010, 2321	Ottawa	Impossibilité d'obtenir des services en français au bureau de poste sis à l'intersection des rues Sparks et Elgin.	Mesures correctives
2012	Ottawa	Erreur en français sur une formule de livraison spéciale.	Mesures correctives
2025	Montréal	Un employé n'avait pas encore reçu les résultats du test de français subi il y a deux ans.	Service rendu
2027	St-Victor (Saskatchewan)	Journal non sollicité renvoyé avec des commentaires grossiers.	Mesures correctives
2040	Bathurst (N.-B.)	Un appel d'offre pour le transport du courrier n'est publié qu'en français dans un journal anglais.	Explications
2072	Moncton	Priorité donnée au français sur un libellé bilingue.	Non fondée
2073	Tatamagouche, Englishman, Louisbourg (N.-E.)	Panneaux en français uniquement.	Mesures correctives
2090	Regina	Tampon unilingue français.	Non fondée
2100	Toronto	Courrier correctement adressé en français retourné à l'expéditeur.	Mesures correctives
2111	North Bay	Avis en anglais seulement.	Mesures correctives
2126	Ottawa	Service médiocre au comptoir de philatélie, quelle que soit la langue employée.	Renvoi
2141	Penticton (C.-B.)	Carte adressée correctement en français retournée à l'expéditeur.	Explications
2176	Cornwall	Tampons unilingues anglais.	Explications
2211	Ottawa	Les indications « Push » et « Pull » sur les portes n'ont pas de contrepartie française.	Mesures correctives

Le Commissaire s'est donc remis en rapport avec le ministère, qui lui a indiqué que le directeur du bureau de la rue Charles avait réitéré ses instructions à son personnel et qu'il était persuadé que l'incident ne se reproduirait plus.

Le ministère a en outre signalé au Commissaire qu'il approuvait entièrement la recommandation et qu'il avait adressé à tous les directeurs généraux de région et directeurs de district une circulaire leur enjoignant de rappeler aux receveurs des bureaux de poste, qu'ils devaient toujours avoir en réserve un nombre suffisant d'exemplaires français et anglais de tous les formulaires à l'usage du public. La directive stipulait par ailleurs que les imprimés français et anglais devaient être disposés de façon à être aussi visibles les uns que les autres.

Le plaignant a ultérieurement avisé le Commissaire que lorsqu'il était retourné au bureau de poste de la rue Charles les deux versions de la demande de passeport étaient également disponibles.

DOSSIER N° LIEU	NATURE DE LA PLAINTÉ	RÉSULTAT
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1605	St-Isidore (Québec)	Inscription en anglais seulement dans l'annuaire téléphonique.	Étude spéciale
1717	Ottawa	Impossibilité d'obtenir des services en français au bureau de poste auxiliaire de Billings Bridge.	Mesures correctives
1737	Ottawa	Un résident de Black Capes s'oppose au fait de recevoir une communication portant l'adresse de « Caps Noirs ».	Mesures correctives
1739	Toronto	Impossibilité d'obtenir une formule de déclaration de revenus du bureau de poste Union Station.	Étude spéciale
1777	Winnipeg	Français biffé et remplacé par l'anglais sur une formule bilingue remplie en français.	Mesures correctives
1780	Bonnyville (Alberta)	Panneaux français difficiles à lire.	Explications
1782	North Bay	Un francophone reçoit une lettre rédigée en anglais.	Explications
1837, 2287	Fredericton, Ottawa	Timbres dateurs unilingues anglais.	Explications
1863	Pierrefonds (Québec)	Pas de service en français dans un bureau de poste auxiliaire; panneaux unique-ment en anglais.	Mesures correctives
1905	Sudbury	Pas de service en français : rues Elgin et Lisgar.	Explications
1907	Sudbury (Ontario)	Version française des formules de déclaration de revenus non disponibles aux bureaux locaux.	Mesures correctives

viation française formée des deux premières lettres du mot, en usage dans les répertoires québécois, a été mis en cause.

Il est ressorti de ces conversations que la difficulté était triple : il fallait en effet d'une part satisfaire aux dispositions de la Loi sur les langues officielles, d'autre part, mettre au point une formule de rédaction parallèle susceptible d'être déchiffrée par ordinateur, tout en assurant enfin que le résultat soit agréable à l'œil.

Il a été convenu à l'issue de ces consultations que, après avoir examiné les raisons motivant la mise en vigueur de la méthode en question, le ministère des Postes étudierait avec le Bureau des traductions la possibilité de constituer un comité de terminologie chargé de l'assister dans la mise au point d'un répertoire bilingue de la plus haute qualité et se renseignerait pour savoir sous quelle forme ces publications se présentaient à l'étranger, et notamment en Belgique et en Suisse.

Conformément à l'intention qu'il avait exprimée de tenir le Commissaire au courant de tout nouveau développement, le ministère lui a par la suite fait savoir qu'il avait en principe résolu de mettre en application les dispositions des trois paragraphes relatifs aux répertoires de secteurs postaux du projet de manuel mis au point par le Comité consultatif du Conseil du trésor chargé du Programme de symbolisation fédérale.

Dossier n° 3007—Toronto

Un francophone dit avoir demandé une formule de demande de passeport au bureau de poste du 50, rue Charles, à Toronto et s'être fait répondre que, bien que l'établissement ait, par le passé, reçu quelques imprimés en français, on ne pouvait lui fournir qu'un formulaire en anglais.

Le ministère a répondu que l'on trouvait des formules de demande de passeport françaises et anglaises dans les bureaux de poste de Toronto. Il se pouvait que les imprimés français ne soient pas visibles, mais on pouvait les obtenir sur simple demande. Le responsable de secteur avait par ailleurs contacté chaque directeur de centre postal pour lui demander de porter l'incident à la connaissance de son personnel et de rappeler à ses employés que les formulaires devaient être immédiatement accessibles.

Le Commissaire a recommandé que, lorsqu'elles sont destinées au public, les deux versions de l'imprimé soient placées de manière à être aussi visibles l'une que l'autre.

Peu après, le plaignant, qui désirait se procurer une autre formule de demande de passeport, s'est à nouveau rendu au bureau de poste de la rue Charles et s'est une nouvelle fois fait répondre que l'établissement ne disposait pas de formulaires en français.

Un francophone se plaint des répertoires des secteurs postaux, où on ne retrouve pas aussi fréquemment les mots « rue » et « promenade » que les termes « street », « drive » et « crescent ».

Le ministère a précisé que les noms, les subdivisions géographiques et la classification des voies publiques employés dans ses répertoires étaient ceux que lui fournissaient les municipalités et qu'il les faisait imprimer dans la langue des listes officielles que lui transmettaient les administrations locales. Ainsi, les rues, avenues, promenades, etc., de la province de Québec ne figurent qu'en français dans les répertoires.

Le Commissaire a informé le ministère que si la solution lui paraissait aussi raisonnable que pratique, il n'en craignait pas moins qu'une stricte interprétation de la Loi sur les langues officielles ne la rejette. En effet, la Loi ne concernait pas les autorités municipales, mais le ministère; or, c'était contre le ministère que l'on avait porté plainte. La réponse de ce dernier avait néanmoins soulevé un problème crucial : une institution fédérale pouvait-elle tout simplement « répercuter » un service sous la forme dans laquelle il lui était fourni par un organisme non visé par la Loi sur les langues officielles ? Le Commissaire, quant à lui, tendait à penser que non, dans la mesure où cela aboutissait à une infraction à la Loi. Il a par conséquent recommandé que, lors de la réimpression des répertoires, le ministère veille à faire figurer toutes les indications en français et en anglais.

A la demande du ministère, deux représentants du Service des plaintes ont rencontré deux de ses délégués pour traiter de la question du bilinguisme des répertoires des secteurs postaux. Après avoir étudié le compte rendu de ces conversations, le Commissaire a avisé le ministère que la meilleure des solutions proposées lui semblait être celle qui prévoyait l'adoption de la présentation suivante :

dans le Québec :

ST MICHEL (rue/st)

dans les autres provinces :

CYRVILLE (rd/ch)

DIEPPE (st/rue) VANIER

Le ministère ayant fait une nouvelle demande en ce sens, deux de ses représentants se sont entretenus avec les délégués du Service des plaintes des difficultés inhérentes à la formule envisagée. A cette occasion, il a de nouveau fait valoir que cette solution exigerait des délais et des sommes considérables et que, selon lui, il serait préférable de ne pas traduire certains noms de rue et de les publier tels qu'ils étaient communiqués par les communes. Par ailleurs, le bien-fondé de l'abré-

lingue à Russell. Les signataires du document avaient du reste été fort déçus par la réponse qui leur avait été faite.

A une requête ultérieure demandant, celle-là, le remplacement par un receveur bilingue de la receveuse (que son état de santé, aux dires de la plaignante, empêchait fréquemment de remplir ses fonctions), le ministère avait répondu que la personne en question serait prochainement de retour et que, d'autre part, les usagers pouvaient, au besoin, se prévaloir des services bilingues par téléphone. La plaignante précise toutefois que personne ne se doute de l'existence du système en question et que, de toute façon, elle ne saurait se satisfaire de ce palliatif.

Le ministère a informé le Commissaire que le personnel du bureau de Russell n'était pas bilingue à l'heure actuelle, mais qu'il était néanmoins en mesure d'assurer certains services restreints (vente de timbres, etc.) et, dans l'impossibilité de comprendre un client, prêt à recourir immédiatement aux services par téléphone; encore que depuis le déploiement de ce système, à Russell, n'y fait appel.

Le ministère a également précisé que comme ce bureau se trouvait dans la région de la capitale nationale, le poste de receveur serait désigné « bilingue ». Toutefois, en attendant l'entrée en vigueur de cette désignation, il continuerait d'être poliment demandé aux clients d'attendre que se fasse servir en français de bien vouloir se prévaloir des services par téléphone au cas où le personnel en place ne pourrait leur donner entière satisfaction.

Le Commissaire a exprimé l'opinion que les services par téléphone ne sauraient constituer une solution acceptable, du fait qu'une égalité de statut implique nécessairement une égalité de facilité d'accès aux services. D'autre part, étant donné que l'entrée en vigueur de la désignation « bilingue » du poste de receveur à une date indéterminée ne résolvait en rien le problème immédiat, qui consistait à respecter les dispositions de la Loi sur les langues officielles, le Commissaire a recommandé que le bureau de poste de Russell soit pourvu d'une capacité bilingue au plus vite.

Le ministère ayant répondu qu'il continuerait de recourir aux bulletins de commande et aux services d'assistance téléphonique comme moyens de servir le public francophone jusqu'à ce que la receveuse ait été envoyée à un cours de langue, le Commissaire a recommandé que la date de désignation de ce poste soit avancée du 31 mars 1977 au 31 octobre 1975.

Le ministère a alors fait savoir que, la titulaire étant née en 1912, il ne semblait pas que les cours de langue soit la solution. D'autant plus que son budget ne permettait pas l'embauche de personnel d'appoint. Dans ces circonstances, le Commissaire a abordé la question directement avec le Conseil du trésor. Les consultations se poursuivent.

Une correspondante francophone déplore que le bureau de poste de Russell (Ontario) n'offre aucun service bilingue et rappelle qu'en janvier, au moment où le ministère des Postes avait décidé de fermer ses deux bureaux secondaires de Marionville et St-Onge, une pétition lui avait été envoyée pour demander la nomination d'un adjoint bi-

Dossier n° 2491—Russell, Ontario

fermé le dossier.

En apprenant l'heureuse issue de cette plainte, le Commissaire a Ottawa.

L'employée en question qui suivrait, après tout, les cours de langue à Le ministère a informé le Commissaire qu'il s'était entendu avec traitif de façon plus compréhensive.

place. Il a donc demandé au ministère de régler ce problème administratif de façon plus compréhensive. Au cours d'enquêtes menées antérieurement à la suite de certaines plaintes, le Commissaire avait recommandé que le bureau de poste en question soit doté d'employés bilingues. Il estimait, toutefois, que cet objectif était réalisable sans préjudicier indûment aux employés déjà en place. Il a donc demandé au ministère de régler ce problème administratif de façon plus compréhensive.

raison de la mauvaise santé de son mari, elle y avait renoncé. avait d'abord consenti à suivre des cours de langue, à Ottawa, mais en avait échoué à l'examen de connaissance de la langue seconde. Elle remplacée une semaine plus tard par une personne bilingue, puisqu'elle pour l'informer qu'en dépit de ses 23 années de service elle allait être La plaignante a par la suite écrit une seconde fois au Commissaire sions.

mette de révéler son nom, et qu'elle lui communique quelques précisions. Le Commissaire a répondu que la Loi sur les langues officielles ne lui donne pas le pouvoir d'intervenir dans ce genre de cas, mais il a offert à la plaignante de porter officiellement l'affaire à l'attention du ministère des Postes, à la condition que l'employée en question lui permette de révéler son nom, et qu'elle lui communique quelques précisions.

Une plaignante écrit au Commissaire pour lui demander de l'aider à conserver son emploi au bureau de poste d'une petite ville de l'Ontario.

Dossier n° 2488—De façon plus compréhensive

de français. elle ne réussissait pas l'examen, elle consentait à suivre des cours examen de langue, dont les résultats n'étaient pas encore connus. Si l'année 1975. En outre, la responsable du bureau actuel avait subi un La construction de ce bureau devait être terminée pour le début de tion d'un bureau semi-urbain à Chelsea.

dans les deux langues officielles il avait choisi d'entreprendre la construction Le ministère des Postes a répondu que pour assurer les services

Dans l'intervalle, le ministre a fait savoir au Commissaire que le chef de secteur avait prié les membres de son personnel anglophone de répondre poliment « Un instant, s'il vous plaît » aux personnes s'adressant à eux en français, et de faire ensuite appel à un collègue bilingue.

Dans sa réponse, le Commissaire a conseillé aux plaignants de se mettre en rapport avec le chef de secteur s'ils ne pouvaient se faire servir en français, en leur demandant d'appeler son Bureau, frais vîrés, afin de porter plainte, au cas où le chef de secteur ne leur donnerait pas satisfaction immédiatement. Le Commissaire espérait ainsi empêcher que ne se reproduise une situation où le responsable dans la région, ignorant des griefs, ne serait pas en mesure d'intervenir.

Dossier n° 2425—Chelsea, Québec

Un francophone se plaint du manque de services en français au bureau de poste de Chelsea, Québec.

Le ministre a informé le Commissaire que le bureau de Chelsea était un bureau à commission de grade 10, ce qui signifiait qu'il ne comportait qu'un seul employé, soit le maître de poste. Ce dernier administrait le bureau de Chelsea depuis 1955 et la présente plainte était la première du genre que le ministre recevait à son sujet. La population servie par le bureau en question était composée d'environ 10 % de francophones.

Lors de la nomination du maître de poste en 1955, le bureau de Chelsea faisait partie du District d'Ottawa et la titulaire avait été engagée comme anglophone unilingue. Le ministre a ajouté, toutefois, que suite à la nouvelle politique sur les langues officielles il offrirait au titulaire la possibilité d'apprendre le français. Il reconnaissait que la personne en question éprouvait certaines difficultés à s'exprimer en français mais affirmait qu'elle comprenait suffisamment cette langue pour fournir le service essentiel à la population de Chelsea qui était en très grande majorité composée d'anglophones.

Le Commissaire a exprimé l'avis que la nouvelle politique sur les langues officielles ne saurait être interprétée comme permettant aux ministères et organismes de l'État de surseoir aux obligations qui leur incombent en vertu de la Loi sur les langues officielles. En conséquence, il a recommandé que le ministre des Postes, sans porter atteinte aux droits de l'employé en place, prenne toutes les mesures nécessaires pour que le bureau de Chelsea offre des services dans les deux langues officielles et que ces services soient disponibles au plus tard le 31 mars 1974.

ont dû s'expliquer en anglais parce que le préposé au guichet, qui ne parle pas leur langue, ne leur a pas proposé d'aller chercher un collègue bilingue.

Le Commissaire a été d'autant plus surpris que, quelques mois auparavant, il s'était vu assurer par le ministère que les bureaux de poste de Sudbury disposaient tous de deux d'effectifs bilingues bien suffisants.

Les explications se faisant attendre, le Commissaire a avisé le ministère qu'il dépêchait deux membres de son personnel à Sudbury pour y enquêter, en le priant de nommer des représentants du bureau central et de l'administration régionale pour les y accompagner.

Au cours de l'inspection, qui eut lieu le 12 décembre 1973, les représentants du Commissaire ont appris, à leur étonnement, que le responsable de la région de Sudbury ignorait encore les détails des plaintes, qui remontaient à octobre et novembre, et concernaient les deux bureaux qu'il dirigeait. L'information avait sans doute été mal achevinée.

Le bureau de poste du boulevard Lasalle, à Sudbury-Nord, effectuait le tri du courrier à destination de l'extérieur. Il compte trois guichets, où travaillaient trois préposés et leur surveillant bilingue. Apparemment, deux des trois guichetiers parlaient les deux langues, mais, au moment de l'inspection, les titulaires étaient tous unilingues anglais. Aux dires du chef de secteur, ces postes étaient attribués à l'ancienneté, mais en fait, bon nombre des employés susceptibles de faire valoir la leur préféraient, pour diverses raisons, travailler ailleurs qu'au guichet. Malheureusement, quand les titulaires en place avaient été nommés, la question de la capacité bilingue avait été négligée.

Situé au centre de Sudbury, le bureau de poste de la rue Elm comptait un plus grand nombre de préposés aux guichets. Les deux surveillants, ainsi que sept des douze guichetiers étaient bilingues (les cinq autres étant unilingues anglais).

Le Commissaire a recommandé au ministère :

1) de désigner comme bilingue le poste de quatrième guichetier qui devait être créé au bureau de poste du boulevard Lasalle; si deux des postes étaient pourvus de titulaires parlant les deux langues, il serait en effet possible d'assurer des services en anglais et en français à toute heure;

2) d'introduire, dans les cours de service à la clientèle que dispense le ministère des Postes partout au Canada, une séance d'information sur la meilleure façon, pour un employé unilingue, de s'occuper d'un client s'adressant à lui dans l'autre langue officielle.

lingues anglais et n'avait été fixée pour la désignation de postes bilingues.

Le ministère a ajouté que les francophones qui se présentaient à ce bureau de poste pouvaient, à l'aide de formules administratives, obtenir un service adéquat. Si ces formules ne subvenaient plus au besoin, le recrutement d'un employé bilingue serait à considérer.

Étant donné la faible demande de services en français, le Commissaire a accepté que l'emploi d'une formule bilingue mise à la disposition des clients puisse être retenu à titre de mesure provisoire. Le Commissaire a bien indiqué au ministère qu'il devra instruire toute autre plainte qu'il recevra contre le bureau de Burlington et pourrait, si le besoin se faisait sentir, l'inviter à adopter d'autres mesures pour servir le public francophone convenablement.

Dossier n° 2417—Shédiac

Un francophone déplore qu'au bureau de poste de Shédiac (Nouveau-Brunswick) la réceptionniste ne réponde au téléphone que « Post Office » bien qu'elle puisse facilement poursuivre la conversation en français.

Le ministère a informé le Commissaire que quatre employés du bureau de poste de Shédiac pouvaient se réclamer d'être bilingues selon l'ancienne méthode qui voulait que la compétence linguistique du candidat soit évaluée lors de son entrevue.

Quant à la façon de décliner au téléphone l'identité du ministère, ce dernier a déclaré que les employés suivaient la pratique générale des entreprises commerciales de Shédiac et qu'il n'était pas facile de se défaire d'une longue habitude. Il a ajouté néanmoins, que même si les employés connaissent la bonne façon de faire, l'incident avait été porté à l'attention du maître de poste.

Le Commissaire a cru utile de rappeler au ministère que contrairement aux entreprises privées, tous les bureaux de poste étaient assujettis à la Loi sur les langues officielles.

Il a recommandé que le bureau de poste de Shédiac soit identifié au téléphone dans les deux langues officielles.

Des directives ont été émises à la suite desquelles une vérification a permis de constater qu'on répondait « Post Office/Bureau de poste » à Shédiac.

Dossiers nos 2420, 2441, 2465, 2511 et 2537—Sudbury

En octobre et novembre 1973, le Commissaire reçoit un certain nombre de plaintes portant sur l'absence de services en français aux deux bureaux de poste de Sudbury. À quatre reprises, des francophones

langues officielles et non pas du degré d'usure ou de désuétude du matériel employé.

En mars 1974, le ministère a fait savoir au Commissaire que la Direction de l'exploitation nationale avait accordé une grande priorité à la modification du matériel servant à marquer le courrier afin de le rendre bilingue. Elle avait déterminé dans quelles régions des modifications s'imposaient et mis au point un certain nombre de nouvelles méthodes. Le Comité supérieur de direction avait examiné les plans par la suite et les avait soumis à l'étude du ministre.

Entre-temps, des mesures avaient été prises en vue de normaliser les descriptions bilingues d'installations et d'étendre l'emploi du système de numération des heures de une à vingt-quatre.

Dossier n° 1987—Burlington

Un francophone de Hamilton déclare que « le bureau de poste de Burlington (rue Brant) affiche ' Stationnement inter Dits ' mais que personne à l'intérieur du bureau de poste ne parle français . . . »

Selon le recensement de 1971, la population d'expression française de Burlington représentait 1,7 % de la population totale, soit 1 500 personnes sur 87 020. Bien qu'il souhaitait pouvoir servir le public dans la langue officielle de son choix, le ministère a déclaré que rien n'indiquait que des services bilingues étaient requis dans cette région. Le Commissaire a estimé, au contraire, que la plainte qui lui avait été adressée ainsi que toutes autres plaintes semblables prouvaient l'existence d'une certaine demande. Par conséquent, il a recommandé au ministère de déployer tous les efforts possibles pour offrir des services bilingues au public de Burlington en tenant compte du public voyageur susceptible de s'arrêter dans cette région.

Le Commissaire a recommandé également au ministère de corriger l'orthographe fautive du mot INTER DITS.

Le ministère a informé le Commissaire qu'une étude était en cours sur la désignation des postes bilingues dans tous les bureaux de poste du pays et qu'il lui transmettrait les résultats de cette étude dès qu'il serait en mesure d'y donner suite. Il a indiqué que l'affiche en question avait été corrigée.

Au 31 mars 1974, le Commissaire avait fait trois rappels au ministère au sujet de la première recommandation et n'avait pas eu de réponse.

Au début d'avril, le ministère a informé le Commissaire que, puisque seulement un pourcentage infime de la population de Burlington était d'expression française, la création de postes bilingues n'était pas justifiée pour le moment. Il y avait à ce moment-là 158 postes uni-

Le Commissaire a recommandé au ministre de préparer des tampons utilisés dans leur région soient bilingues.

Le ministre des Postes a informé le Commissaire de la mise en train d'un programme destiné à rendre tous les tampons bilingues en indiquant que le travail ne serait toutefois pas terminé avant un certain temps. Il a signalé cette plainte à l'attention de ses directeurs régionaux de l'Ontario, en leur demandant de veiller à ce que tous les tampons utilisés dans leur région soient bilingues.

Un francophone se plaint d'avoir reçu un colis portant les cachets suivants en anglais seulement : « Received at Toronto in damaged condition » et « Found in damaged condition at Toronto ». Il soutient que ces mentions auraient dû être bilingues.

Dossier n° 1594—Cachets en anglais seulement

Le ministre des Travaux publics a pour sa part répondu qu'il serait dans l'impossibilité de remplacer l'ensemble de la signalisation des 6 000 établissements postaux dépendant de lui pour la date limite fixée par le Commissaire, mais qu'il tiendrait celui-ci au courant des progrès enregistrés dans la mise en œuvre d'un plan de conversion détaillé. Selon les informations les plus récentes, il semble que le ministère se soit fixé décembre 1978 comme date d'achèvement des travaux.

Celui-ci lui a fait savoir après quelque temps que la préparation des panneaux bilingues destinés à ses 4 000 bureaux de poste à commission avait été confiée au Service canadien des pénitenciers, qu'ils seraient à destination d'ici le 1^{er} février 1974 et en place dès le 30 juin 1974.

Tout en reconnaissant que la conversion de l'ensemble de la signalisation unilingue des bureaux de poste canadiens constituait une tâche énorme, étant donné que ces travaux étaient en cours depuis quelques années, le Commissaire a recommandé le 31 mars 1974 comme date d'achèvement et a fait transmettre un duplicata de ses recommandations au ministre des Postes.

Le Commissaire a de surcroît dit entièrement approuver cette souplesse des principes de préséance et a signalé qu'il l'avait citée en exemple à un organisme tiers.

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Nous avons reçu un certain nombre de plaintes portant sur le retard ou la mauvaise distribution du courrier lorsque l'adresse est rédigée en français. Afin d'éviter que ces incidents ne se répètent, le ministère a remis à nombre de ses employés de petits glossaires bilingues des termes postaux courants. Le Bureau a recommandé au ministère d'accélérer ce genre de mesures. Il a également insisté pour que des messages bilingues normalisés soient remis aux maîtres de poste pour qu'ils puissent rédiger dans les deux langues les avis de routine destinés au public.

PLAINTES

Dossier n° 959—Des écritaux en français seulement

Un francophone signale que les écritaux apposés à l'extérieur des bureaux de poste de quatre petites localités situées entre Québec et Rimouski ne sont libellés qu'en français et que, à son avis, il conviendrait de les rendre bilingues, afin de refléter la dualité linguistique du Canada.

Le ministère a informé le Commissaire qu'il avait transmis un duplicata de sa lettre à la Direction de l'administration immobilière du ministère des Travaux publics, responsable de la politique en la matière, en lui demandant d'y répondre.

Les Travaux publics ont précisé qu'ils collaboraient étroitement avec les Postes à la mise au point d'un programme de signalisation qui correspondre aux prescriptions de la Loi sur les langues officielles et du Programme de symbolisation fédérale, que le ministère des Postes s'employait de son côté à arrêter un programme reflétant sa nouvelle image et que ces deux entreprises devaient être coordonnées, si l'on voulait limiter au maximum les frais de conversion.

Le ministère des Travaux publics s'efforçait de mener à bien le programme national de remplacement de la signalisation unilingue inauguré en 1969 aussi promptement que ses ressources le lui permettaient, compte tenu des impératifs du Programme de symbolisation fédérale et de certaines autres exigences, celles du ministère des Postes, notamment. Il a en outre précisé qu'il était entièrement d'accord avec le plaignant et qu'il lui serait plus facile de veiller à ce que l'ensemble de la signalisation fédérale soit bilingue d'un bout à l'autre du pays une fois que le Cabinet aurait décidé des questions de préséance des deux langues officielles.

Le Commissaire a fait savoir qu'il avait pris connaissance des « Lignes de conduite relatives aux plaques commémoratives et aux écritaux », publiées par les Travaux publics le 4 juillet 1968, dans lesquelles il est dit que la signalisation extérieure permanente doit

outil pour les appliquer était l'OALO du Conseil du trésor pour l'identification des exigences linguistiques des postes. Sans doute est-il un peu trop tôt pour porter un jugement sur le rendement global du ministère dans cette entreprise complexe; les premières données sur cette opération laissent entrevoir tantôt une lueur d'espoir, tantôt une perpétuation des erreurs passées. Le ministère pourrait profiter de la lecture de certains chapitres du présent rapport dans lesquels nous avons tenté de montrer les faiblesses les plus évidentes de l'OALO.

En raison peut-être de sa participation fébrile au programme de l'OALO, le ministère avait encore du chemin à parcourir avant d'appliquer entièrement ces six recommandations. Il a déclaré que le bilinguisme figurait au nombre de ses objectifs, mais n'a pu définir ces derniers ni préciser quand et comment ils seront atteints. La recommandation visant à faire connaître la capacité du ministère de servir le public dans les deux langues officielles « est continuellement à l'étude » et n'a pas été appliquée de crainte de créer une situation conflictuelle entre les employés et le public. Comme nous l'avons déjà mentionné, des clauses de service bilingue ont été insérées dans les contrats de transport, mais non, pour les raisons précitées, dans les contrats passés avec les bureaux de poste auxiliaires. Enfin, les recommandations relatives à la traduction, à la correspondance avec le public, aux écritaux, aux imprimés et au service téléphonique sont exécutées à une allure moins que précipitée.

Quantité de plaintes reçues au cours de la période observée portaient sur l'absence ou l'insuffisance d'effectifs bilingues pour servir les minorités de langue officielle qui se trouvent un peu partout au Canada. Le ministère a proposé peu de solutions pour assurer des services aux guichets de qualité comparable aux clients anglophones et francophones. Les bureaux de poste de Sudbury qui, au cours des quatre dernières années, avaient fait l'objet d'un certain nombre de plaintes, ont considérablement amélioré leurs services en français, ce qui leur a valu la gratitude de la population d'expression française de l'endroit.

Les 156 plaintes que nous avons reçues portaient sur des questions comme la signalisation, les imprimés unilingues et sur d'autres, plus faciles à régler, comme les tampons unilingues. Le ministère a pris des mesures en vue de les régler, mais sans faire preuve de célérité. Douze de ces plaintes, ont donné lieu à des recommandations. Le nombre de plaintes de ce genre semble diminuer avec les progrès réalisés par la campagne du ministère en vue de remplacer les tampons unilingues. Par contre, le nombre de plaintes portant sur les écritaux extérieurs augmente; le ministère des Postes et celui des Travaux publics se partagent la responsabilité à cet égard. Les résultats montrent que ni l'un ni l'autre ne bougent avec la vitesse de l'éclair.

En janvier 1975, le ministère a remanié, à son siège à Ottawa, le service chargé de la promotion des langues officielles. Reste à espérer que ce remaniement saura donner au ministère le stimulant, la fermeté et l'imagination dont il a besoin pour respecter entièrement la volonté du Parlement exprimée dans la Loi sur les langues officielles.

Ceux qui ont lu le *Troisième rapport annuel* se souviendront que les Postes ont fait l'objet de deux études spéciales. Nous avons présenté 11 recommandations suite à l'étude de 1972 portant sur le bureau de poste de Moncton et 17 après l'étude de 1973 portant sur l'administration centrale du ministère. En décembre 1973, le ministère faisait connaître qu'il en était dans l'application des 28 recommandations et le Bureau du Commissaire, de son côté, recueillait des données supplémentaires à l'occasion de visites effectuées dans quatre grands centres. Dans le cas de l'étude de Moncton, la situation est demeurée pratiquement la même que celle dont le ministère faisait état en octobre 1973. Bien qu'il eût appliqué sept des 11 recommandations, le ministère n'avait pas encore installé le central (déjà prévu pour septembre 1972) permettant d'offrir un service téléphonique bilingue à Moncton. Le ministère a rejeté la recommandation concernant la capacité bilingue des facteurs, en alléguant que les contacts restreints des facteurs avec le public ne justifiaient pas des exigences linguistiques précises. Le Bureau du Commissaire se voit obligé de faire remarquer que c'est au ministère qu'il incombe de démontrer le bien-fondé de cette assertion, preuves à l'appui. Enfin, le ministère a déclaré qu'il ne pouvait imposer l'emploi des deux langues aux maîtres de poste des bureaux auxiliaires à cause des difficultés de recrutement et de l'insuffisance de bilingues qualifiés sur le marché du travail. Nous ne négligeons pas ces problèmes, mais le ministère se doit de trouver des solutions satisfaisantes, en discutant, en négociant ou, si cela s'avère nécessaire, en offrant son aide, pour répondre aux exigences de la Loi relatives à la prestation des services dans les deux langues.

En réponse à la seconde étude, le ministère a fait savoir qu'il avait adopté des mesures pour mettre en œuvre les 17 recommandations. Or, les plaintes de même nature qui ne cessent de nous parvenir nous incitent à mettre en doute la pertinence de ces « mesures ». De plus, à deux exceptions près (la sécurité d'emploi et la liaison avec les syndicats), le degré de mise en œuvre des recommandations et le rythme de progression semblent traduire une certaine négligence.

En ce qui a trait à six recommandations (programme d'information portant sur les exigences de la Loi, destiné aux employés de tous les niveaux; planification, exécution et révision d'un programme de dotation en personnel; nomination de coordonnateurs régionaux du bilinguisme; cueillette annuelle de données sur le roulement des employés; au besoin, mutation d'employés), le ministère a déclaré que son principal

2823	Ottawa	Les francophones de la N.-E. et de l'I.-du-P.-E. seraient privés de représen- tant au Sénat.	Renvoi
2938	Ottawa	Surveillant anglophone unilingue à la tour du Parlement et à l'entrée du Sénat.	Explications

POSTES — « Si on s'y mettait »

APPRECIATION

Pendant que les Canadiens songent peut-être à élever des pigeons voyageurs bilingues pour assurer un service postal efficace et inter- rompu, le Bureau du Commissaire cherche en tâtonnant à aider le ministère à affronter ou à surmonter, dans ses tournées (comme le rap- pelait Hérodote), neige, grêle, saboteurs à la fine pointe de la contre-réforme technologique et lymphatisme bilingue.

Sans perdre de vue les conflits endémiques et le byzantinisme admi- nistratif qui affligent le ministère, le Commissaire est peu impressionné par les progrès sporadiques des Postes, accomplis à pas de tortue, en vue de satisfaire aux exigences de la Loi sur les langues officielles.

Depuis le rapport de l'an dernier, le ministère a pris de nouvelles mesures pour servir le public dans les deux langues officielles, insérant même une clause de service bilingue dans les contrats de transport, mais qui restent manifestement insuffisantes. Au cours de la période observée, nous avons reçu 156 plaintes de nature semblable aux 106 déposées entre 1970 et 1973. L'action du ministère en vue de régler les plaintes a souvent été retardée sans raison.

Le ministère est en général incapable d'assurer des services dans des grandes villes du Canada. Il est souvent impossible d'obtenir des services en français dans la région de la capitale nationale.

Les mesures adoptées par le ministère pour mettre en vigueur 28 recommandations découlant de deux études spéciales semblent à la fois être insuffisantes et manquer de cohérence; elles traduisent plutôt une passion irrésistible pour l'immobilisme. En somme, la direction de l'in- stitution donne l'impression de ne pas avoir réussi à créer une organisa- tion dynamique ni de s'être assurée de la collaboration et des énergies du personnel en vue de progresser de façon valable vers un bilinguisme institutionnel.

plainte. Celui-ci précisait que des instructions rigoureuses avaient été données rappelant à tout le personnel du Service de sécurité qu'il devait en tout temps faire preuve d'une courtoisie parfaite envers le public. Ces instructions, ajoutait-il, étaient fréquemment réitérées. Tout en indiquant que le personnel était déployé de telle sorte qu'il y avait toujours des agents bilingues à la disposition du public, le chef du Service précisait qu'il arrivait parfois, surtout durant les heures de repas et à la pause café, que seuls des agents anglophones unilingues soient en poste. Cette procédure a paru au Commissaire à la fois déconcertante et contradictoire. Il a donc recommandé qu'un remaniement de la répartition du personnel du Service de sécurité soit effectué pour qu'il y ait en tout temps, y compris durant les pauses café, les repas, etc., des agents bilingues capables de servir le public dans la langue officielle de son choix.

Le président de la Chambre des communes a pris note de la recommandation du Commissaire et l'a portée à l'attention des fonctionnaires responsables de la Chambre afin qu'ils y donnent suite.

Le sergent d'armes a informé le président de la Chambre que sur 17 agents engagés au cours de l'année 1973, 14 étaient bilingues; les trois anglophones unilingues étaient des anciens combattants qui comp-taient de nombreuses années de service actif dans les Forces armées. Il a assuré le président que la politique du recrutement d'agents bilingues en vigueur continuerait. Cette information a été transmise au Commissaire.

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
1896	Ottawa	Une francophone a dû insister pour obtenir des services téléphoniques en français. Mesures correctives
2064	Ottawa	Les agents de sécurité devraient rédiger leurs rapports en anglais. Retrait
2071	Ottawa	Services unilingues offerts par les gardiens à l'entrée principale. Explications
2112	Ottawa	A l'édifice central, trois gardes sur six comprennent le français. Retrait
2323	Ottawa	Pas de services téléphoniques en français. Retrait
2454	Ottawa	Identification de l'institution en anglais Explications
2633	Ottawa	Carence de guides francophones. Explications
2717	Ottawa	Seulement 4 sur 13 constables au service du public à la Chambre des communes Explications
2799, 2885	Ottawa	Notes de service rédigées uniquement en anglais, Division des comités. Mesures correctives

Le Commissaire a recommandé qu'il y ait toujours un agent bilingue de service à la réception de l'édifice de la Confédération. Le président de la Chambre a indiqué dans sa réponse qu'il avait pris bonne note de la recommandation du Commissaire.

Dossier n° 2523—Édifice du Parlement

Un couple francophone se plaint du manque de services en français de la part du Service de sécurité à l'édifice du Parlement. Les plaignants se rendent à l'entrée centrale du Parlement avec des amis et demandent au premier agent qu'ils rencontrent s'ils peuvent visiter le Parlement. Celui-ci leur répond avec arrogance qu'il ne parle pas français. Les plaignants s'adressent alors à un autre agent, francophone cette fois. Celui-ci se plaint d'être obligé de fournir des services dans les deux langues officielles sans pour cela obtenir de promotion par le fait, dit-il, qu'il est Canadien français.

Le président de la Chambre des communes, responsable du Service de sécurité au Parlement, a informé le Commissaire qu'il y avait six agents en service au moment de l'incident mais qu'il était difficile de déterminer les agents en cause sans connaître leurs numéros matricules ou recevoir d'autres renseignements plus précis. Le président a informé le Commissaire que le personnel du Service de sécurité avait reçu des directives lui enjoignant d'user de tact et de diplomatie en tout temps envers les visiteurs. Il espérait que l'agent anglophone unilingue en question n'ait pas voulu être arrogant mais qu'il était sans doute énervé lorsque les visiteurs francophones lui avaient adressé le parole en français.

Après avoir noté que des directives avaient été renouvelées afin de rappeler aux agents qu'il leur incombe d'assurer à tous les visiteurs un service courtis dans la langue officielle de leur choix, le Commissaire a signalé au président qu'il trouvait anormale la réaction de l'agent anglophone unilingue face à des visiteurs francophones. L'agent aurait pu en l'occurrence user d'un minimum de tact pour se tirer d'embaras. Le choix de l'une ou l'autre des deux langues officielles appartient au public et il incombe à tous les organismes et institutions du gouvernement et du Parlement du Canada d'offrir des services bilingues, à plus forte raison lorsqu'ils s'agit des agents de sécurité du Parlement.

Le Commissaire a rappelé au président les autres cas semblables (voir les dossiers 1219, 1257 et 1585, page 382 dans le *Troisième rapport annuel*) et lui a demandé de lui faire parvenir copie de toute directive émise à l'intention des agents de sécurité de juin à décembre 1973 concernant les services bilingues au public. Le sergent d'armes a fait parvenir au Commissaire une récente directive émise par le chef du service de sécurité à la suite de cette

tions. En effet, ni l'une ni l'autre des deux autres questions (la prime au bilinguisme et le soi-disant surcroît d'heures de travail) ne vont à l'encontre de la Loi.

Dans la fonction publique fédérale, seul bénéficiaire de la prime au bilinguisme le personnel appartenant à la catégorie ST, à savoir, les secrétaires, dactylographes et sténographes.

Le Sergent d'armes a établi, à partir du document *Annual Statistical Report—1972—Protective Service*, que les agents de langue anglaise sont aussi longtemps et aussi fréquemment de service le week-end que leurs collègues francophones.

Il a par ailleurs rappelé ce qui avait déjà été dit dans son deuxième rapport annuel 1971-1972 au sujet de l'avancement (cf. dossiers nos 449, 453, 466, et 470, cités dans les pages portant sur le Parlement), en insistant sur l'absence de toute discrimination raciale ou linguistique et sur le fait que toutes les candidatures étaient étudiées avec une parfaite impartialité.

Le Commissaire a ultérieurement été invité à se présenter devant le Comité permanent de la procédure et de l'organisation pour répondre à certaines questions relatives à la plainte déposée l'an dernier, et à laquelle l'administration avait répondu que 22 des 25 dernières personnes engagées par le Service de sécurité étaient bilingues. Cette proportion s'est révélée inexacte puisque 13 seulement sur 25 parlaient effectivement les deux langues.

Au cours d'un entretien avec le président de la Chambre, le Commissaire a abordé l'ensemble des questions de son ressort, aux termes de la Loi sur les langues officielles, pour ce qui a trait au personnel de la Chambre des communes, et, officieusement, les diverses questions administratives soulevées par le député.

Le député a été informé de ces faits.

Dossier no 2233—Edifice de la Confédération

Un francophone de Hull s'est rendu à l'édifice de la Confédération, à Ottawa, pour rencontrer un député. Il a voulu demander des renseignements à un gardien de service à la réception et ce dernier a répondu qu'il ne parlait pas français.

Le président de la Chambre a informé le Commissaire que le gardien en question était effectivement un anglophone unilingue. Toutefois, le service de sécurité essayait de répartir son personnel bilingue aux endroits les plus stratégiques auxquels le public avait accès mais, compte tenu de la relève du personnel et des nombreuses tâches à accomplir, il était parfois nécessaire de faire appel à des employés unilingues pour remplacer les agents à l'heure des repas ou pendant les pauses café.

culaires internes qui n'étaient rédigées qu'en anglais. Il a fallu formuler des recommandations à la suite de quatre plaintes.

L'ancien président de la Chambre des communes a prêté son concours attentif au règlement de ces plaintes et a fait tenir au Bureau un exemplaire des directives adressées au service de sécurité. Il a par ailleurs rappelé aux téléphonistes l'obligation qui leur est faite de répondre spontanément dans les deux langues officielles et rencontré le Commissaire afin d'aborder avec lui la question des conditions de travail des gardes francophones, qui dépendent directement de lui; des mesures visant à assurer la rédaction des notes de service dans les deux langues ont été prises. Le nouveau président a fait preuve de la même ouverture d'esprit et du même désir de collaboration en veillant à la résolution rapide et satisfaisante des difficultés d'ordre linguistique. Néanmoins, tout en cherchant à comprendre les causes de ces problèmes, il est affligé de devoir signaler de si nombreuses plaintes à l'encontre de l'institution même qui a voté la Loi sur les langues officielles.

PLAINTES

Dossiers nos 1641 et 1667 — Constables

Au nom d'un certain nombre de constables francophones, un député attire l'attention du Commissaire sur certaines de leurs conditions de travail.

Il affirme qu'étant donné la nécessité absolue d'être bilingue dans ce métier (pour renseigner le public, accompagner les visiteurs, etc.), et compte tenu du droit des touristes à un service bilingue dans l'enceinte du Parlement et du fait que la totalité des constables d'expression française parlent les deux langues, alors que la quasi-totalité de leurs collègues anglophones sont unilingues, il trouve inadmissible que : premièrement, les agents en question ne bénéficient pas de la prime de 7 %; deuxièmement, le bilinguisme ne constitue pas un critère d'avancement (sept des onze dernières promotions ont été accordées à des unilingues de langue anglaise) et, troisièmement, les francophones sont appelés à travailler durant de plus longues heures parce qu'eux seuls sont en mesure de s'occuper des visiteurs dans les deux langues.

Au cours de leur entrevue avec le Sergent d'armes, le conseiller juridique du Commissaire et le représentant du Service des plaintes ont commencé par reconnaître que les problèmes soulevés par le député ne semblaient en aucune façon enfreindre la Loi sur les langues officielles, ni y contrevenir à moins qu'il ne s'avère véridique qu'il n'était pas tenu compte du facteur bilinguisme au moment des promo-

taire général sous-tendaient la recommandation qu'il avait formulée. Il a convenu que peut-être l'échéance du 1^{er} juillet 1975 devait être reportée. Il a reconnu les efforts déployés par la Corporation et les progrès réalisés dans le domaine du bilinguisme mais a remarqué qu'il faudrait encore du temps avant que les objectifs de celle-ci soient atteints.

DOSSIER N° LIEU

NATURE DE LA PLAINTE

RÉSULTAT

2159	Ottawa	La version française d'un écrit au Musée national des sciences et de la technologie est illisible.	Mesures correctives
2238	Ottawa	Monographie anglaise sur l'exposition James Ensor présentée à des visiteurs francophones : Galerie nationale.	Explications
2254	Ottawa	Qualité médiocre de la terminologie française utilisée dans les textes et les légendes de l'Exposition Copernic.	Mesures correctives
2595	Ottawa	Une secrétaire anglophone unilingue veut obtenir l'indemnité de suppléance pour remplacer une collègue bilingue.	Renvoi
2974	Ottawa	Un employé unilingue anglais répond à un appel téléphonique en français.	Mesures correctives
3205	Ottawa	Lettre écrite dans un français médiocre à un francophone : Galerie nationale.	Explications

PARLEMENT¹—« Lâ-haut sur la colline »

APPRÉCIATION

En matière de bilinguisme comme pour le reste, le Parlement devrait être le lieu d'où émanent autorité et exemple. Et pourtant, depuis la parution de notre dernier rapport annuel, le public a déniché, à l'ombre de la Tour de la Paix, 19 infractions à la Loi sur les langues officielles. Ces plaintes concernaient les services offerts par les employés du Parlement. Comme l'an dernier, des plaignants ont constaté que les services téléphoniques et le service d'ordre ne pouvaient pas toujours être assurés en français dans l'enceinte du Parlement. Des gardes francophones ont de nouveau attiré l'attention du Commissaire sur certaines conditions de travail touchant à la langue et sur des cir-

1. Bien que, d'un point de vue strictement constitutionnel, le Parlement se compose de la Couronne, du Sénat et de la Chambre des communes, il nous a semblé préférable, étant donné la disparité de nos efforts dans l'examen de ces trois éléments, de les considérer séparément. C'est donc à sa place, dans l'ordre alphabétique, que le lecteur trouvera la section consacrée au Gouverneur-général.

Il ne peut trouver qu'un seul livre en français traitant du sujet. Il se

plaint au Commissaire de ce qu'il y ait trop peu de livres en français au Musée.

Dans une première réponse le Secrétaire général des Musées nationaux a fait remarqué que les bibliothèques des Musées nationaux ne sont constituées que pour répondre aux besoins de leur personnel. Il a ajouté que le public doit plutôt s'adresser à la Bibliothèque nationale pour satisfaire aux besoins en documentation.

Le Commissaire a répondu que s'il devait s'en tenir au point de vue exprimé dans la lettre il devait conclure que les « techniciens, curateurs et historiens » francophones employés par les Musées n'ont pas accès aux mêmes documents de recherche que leurs collègues anglophones. Il a alors cité le paragraphe 4 de la circulaire n° 1971-21 du Conseil du trésor qui dit que l'un des objectifs de direction concernant le bilinguisme est d'« assurer l'occupation progressive de la place qui revient au français, aux côtés de l'anglais, comme langue de travail dans la Fonction publique fédérale. »

De plus le Commissaire a dit ne connaître aucun règlement interdisant au public de consulter les livres de cette bibliothèque. Le Commissaire a donc recommandé que les Musées nationaux s'assurent que les volumes qui composent leurs bibliothèques soient disponibles, en proportions appropriées, dans les deux langues officielles du Canada, et que ceci soit fait pour le 1^{er} juillet 1975.

La réaction du Secrétaire général des Musées nationaux a été très vive. Il a affirmé que son administration avait toujours recherché des manuscrits, traductions, etc., tant en français qu'en anglais et qu'elle entendait continuer, que le Musée de guerre ne s'intéressait qu'à l'histoire militaire du Canada et que par conséquent il était limité dans son programme d'acquisition par le fait que les documents sur l'histoire militaire canadienne étaient en grande majorité écrits en anglais. Lorsque les besoins de recherche ou autres l'exigeaient, un service de traduction était accessible aux employés francophones et que par conséquent les Musées nationaux du Canada se conformaient à la circulaire 1971-21 du Conseil du trésor. De plus il a réaffirmé que la bibliothèque dont il était question était un service de référence pour les employés et qu'elle n'était pas ouverte au public. Ordinairement le public était renvoyé à la Bibliothèque nationale, et que c'était par courtoisie que le plaignant avait eu accès à ces documents. Depuis la nomination en janvier 1974 du Président et du Vice-président, la Corporation avait déployé tous ses efforts non seulement pour satisfaire aux lois et règlements mais également pour faire respecter par son personnel l'esprit de la Loi.

Le Commissaire a accepté le point de vue des Musées nationaux à l'effet que ces bibliothèques ont pour principal but de servir les besoins de son personnel et il a reconnu que les remarques du Secré-

Un étudiant effectuant des recherches sur l'évolution des fusils au cours des années se rend au Musée de guerre du Canada à Ottawa.

Dossier n° 2762—L'évolution des fusils

Voici Ottawa.

blée dans le numéro de mai 1974 du magazine *What's on in Ottawa/la recommandation du Commissaire et une annonce bilingue a été pu-*

Le Musée national des sciences et de la technologie a acquis à

digée dans les deux langues officielles.

publiera dans cette revue ou toute autre publication bilingue soit ré-
ficielles, le Commissaire a recommandé que toute annonce que le Musée
le public de la région de la capitale nationale dans les deux langues of-
en vertu de l'article 9 (1) de la Loi sur les langues officielles de servir
et des articles bilingues. Etant donné l'obligation statutaire du Musée
de ce magazine suggérerait que l'éditeur souhaitait recevoir des annonces
Le Commissaire a informé le Directeur du Musée que le titre même
sans publier l'équivalent dans les journaux anglais.

l'édition du samedi du quotidien *Le Droit*, et ce durant tout l'été 1973,
munauté francophone en publiant régulièrement des annonces dans
Musée a également souligné qu'il s'était efforcé de rejoindre la com-
vue, exception faite des annonces des autres institutions fédérales. Le
L'institution a fait état du caractère typiquement anglais de la re-
rédigée uniquement en anglais.

on in Ottawa/Voici Ottawa, numéro de septembre 1973, une annonce
des sciences et de la technologie a fait paraître dans le mensuel *What's*
Un francophone signale au Commissaire que le Musée national

Dossier n° 2369—Voici Ottawa

à paraître leurs connaissances de leur langue seconde.
ainsi que le conducteur et trois guides. Deux autres guides cherchaient
bilingues. Le coordonnateur et le gérant des tournées étaient bilingues,
un effort particulier pour pourvoir la division du Musée des effectifs
Les Musées nationaux du Canada ont répondu qu'ils avaient fait
éventuellement laissée par la dernière tournée.

bus dans les Maritimes, afin d'effacer toute impression défavorable
supérieure de Clare au programme de la prochaine tournée du Muséo-
Canada qu'il conviendrait peut-être d'inclure en bonne place l'Ecole
Le Commissaire a par ailleurs suggéré aux Musées nationaux du

d'instruction.

fecter des guides qui s'expriment couramment dans la langue
blissements d'enseignement, l'on s'efforce tout particulièrement d'y af-
mandé que, lors des tournées des Muséobus dans les écoles et les éta-
mesure de servir le public dans les deux langues. Il a en outre recom-

Il a recommandé que le personnel des Muséobus soit toujours en

Un professeur francophone se plaint de ce que l'exposition itinérante sur le Nord canadien qui est passée à l'Ecole supérieure de Clare en Nouvelle-Ecosse, « était toute en anglais ».

Les Musées nationaux du Canada ont fait savoir au Commissaire que 20 % des guides qui composaient le personnel du Muséebus « Nord canadien I » pendant la tournée en Nouvelle-Ecosse, étaient bilingues. L'organisme a fait valoir que, malgré tous les efforts entrepris pour qu'il y ait toujours un francophone et un anglophone de service, il arrivait que la caravane soit ouverte jusqu'à 14 heures par jour et qu'il était possible que deux anglophones se trouvent parfois de service en même temps.

Le personnel s'était efforcé de répondre à toutes les demandes de renseignements en français à Meteghan River et ne se souvenait d'aucun incident à ce sujet.

Le Commissaire a souligné qu'il était particulièrement important pour les jeunes d'être renseignés sur leur propre pays, par l'entremise des organismes fédéraux, dans la langue officielle de leur choix.

Dossier n° 1800—Muséobus

PLAINTES

Il est quelque part quelque divinité bienveillante qui met les Musées nationaux à l'abri de trop nombreuses plaintes. En fait, nous n'en avons reçu que 13 pendant la période qui nous intéresse ici. La plupart portaient sur la signalisation, la qualité de certains textes français et l'absence de services en français. Le Bureau a été amené à faire trois recommandations : l'organisme a réagi avec promptitude vis-à-vis de deux d'entre elles, tandis qu'il trouvait moyen de désamorcer provisoirement la troisième, qui touchait à l'absence d'ouvrages de référence en français au Musée de la guerre.

APPRECIATION

MUSÉES NATIONAUX—« Combien pour ce chien dans la vitrine ? »

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
3198	Montréal	Directive écrite dans un mauvais français. Mesures correctives
3217	Ottawa	Un fonctionnaire anglophone s'oppose au fait que les sections qui doivent communiquer avec les unités de langue française sont tenues de la faire en français. Explications

2721, 2724	Port Hawkesbury (N.E.)	Service en français médiocre au CMC de l'endroit.	Explications
2725, 2726	Montréal	Une sténographe francophone est refusée parce qu'elle ne parle pas l'anglais.	Explications
2741	Toronto	Piètre qualité des lettres en français.	Mesures correctives
2744	Toronto	Un francophone reçoit de la correspondance en anglais concernant son projet d'initiatives locales.	Retrait
2791	Elliot Lake (Ontario)	Un francophone n'est pas servi dans sa langue maternelle au CMC de l'endroit.	Non fondée
2842	Edmonton	Communiqués de presse anglais envoyés au <i>Franco-Albertain</i> .	Mesures correctives
2883	Montréal	Un conseiller francophone reçoit un document en anglais.	Mesures correctives
2899	Toronto	On refuse l'accès à un cours d'anglais à un francophone.	Retrait
2901	Tracadie (N.-B.)	Pas de formules en français au CMC de l'endroit.	Mesures correctives
2902	Vancouver	Pas de services en français au bureau de l'immigration situé au 1550 de la rue Alberni.	Mesures correctives
2909	Vancouver	Projets PIL présentés par des francophones, refusés.	Explications
2994	Welland (Ontario)	Des francophones éprouvent de la difficulté à obtenir des services en français au CMC de l'endroit.	Explications
3012	Moncton	Des francophones reçoivent de la correspondance en anglais.	Mesures correctives
3032	Ottawa	Service soi-disant inégal dans la surveillance du projet francophone.	Explications
3056	Summerside (I.-P.-E.)	Un fonctionnaire suivant des cours de langue désire qu'on lui rembourse ses déplacements.	Explications
3081	Ottawa	Un francophone reçoit un télex en anglais.	Mesures correctives
3090	Vancouver	Un employé estime qu'on ne choisit pas les bons employés pour les cours de langue.	Explications
3148	Edmonton	Services téléphoniques disponibles en anglais seulement.	Explications

DOSSIER	N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
2444	Ottawa	Erreurs dans le texte français d'une forme.	Mesures correctives
2449	Prince Albert (Saskatchewan)	Le programme « Blade » n'existe pas en français.	Non fondée
2457	Ottawa	Une publication n'est offerte qu'en anglais.	Mesures correctives
2464	Sudbury (Ontario)	Des francophones reçoivent une circulaire unilingue anglaise.	Explications
2497	St-Hubert (Québec)	Des francophones n'ont pas accès à des cours de langue.	Non fondée
2499	Ottawa	Le français n'a pas le statut qu'il mérite comme langue de travail au ministère.	Retrait
2529	Mississauga (Ontario)	Pas de services en français au CMC local.	Explications
2532	Montréal	Des immigrants prétendent qu'on leur refuse de suivre des cours d'anglais au CMC de Montréal.	Explications
2539	Toronto	Absence de service en français au CMC de Toronto.	Non fondée
2546	New Liskeard (Ontario)	Avis manuscrits et unilingues anglais.	Mesures correctives
2606	Toronto	On refuse à un immigrant francophone l'accès à un cours en anglais.	Explications
2622	Vancouver (C.-B.)	Pas de services en français dans 2 CMC de Vancouver.	Explications
2625	Ottawa	Enveloppe portant une adresse de retour unilingue anglaise.	Explications
2626	Montréal	Un groupe des siéges est soit-disant victime de discrimination de la part du surveillant.	Renvoi
2651	Montréal	Un poste de surveillant des communications est identifié comme unilingue français.	Retrait
2673	Toronto	Un francophone reçoit une lettre rédigée dans un français incompréhensible.	Explications
2707	Winnipeg	Un francophone demande de l'aide pour obtenir le droit de s'inscrire à un cours d'anglais.	Service rendu
2713	Ottawa	Annonce en français dans un quotidien anglais.	Explications

DOSSIER N°	LIEU	NATURE DE LA PLAINTE	RÉSULTAT
1827	Toronto	Les projets d'initiative locale et les de- mandes de cours présentés en français ne reçoivent pas la même attention que ceux qui sont écrits en anglais.	Non fondée
2036	Moncton	Un étudiant unilingue anglophone ne peut obtenir un emploi d'été.	Non fondée
2138	Montréal	Un francophone se sent obligé pour des raisons d'efficacité de s'entretenir en anglais avec les employés du ministère.	Non fondée
2149	Montréal	Un immigrant portugais désire suivre à la fois des cours d'anglais et de fran- çais.	Retrait
2156	Toronto	Un francophone est victime d'une pré- tendue discrimination après avoir de- mandé avec insistance d'être servi en français.	Non fondée
2237	Sudbury (Ontario)	Le CMC donne des certificats en anglais à un francophone. Un francophone doit attendre de 5 à 10 minutes pour obtenir des services en français.	Explications
2259	Gander (Terre-Neuve)	Pas de services en français au bureau de l'immigration à l'aéroport de Gander.	Non fondée
2269	Vancouver	Le CMC de la rue Howe offre un service médicore en français. Un francophone ne peut suivre de cours d'anglais.	Mesures correctives
2278	Ottawa	Panneau unilingue anglais au bureau du CMC situé dans l'édifice « Union du Canada ».	Mesures correctives
2334	Ottawa	Adresse de retour unilingue anglaise sur une enveloppe envoyée à une associa- tion francophone.	Mesures correctives
2355	Toronto	Un francophone ne réussit pas à obtenir de services en français en appelant le bureau régional de Toronto.	Mesures correctives
2362	Midland (Ontario)	Pas de services en français au CMC de Midland.	Mesures correctives
2413	Peace River (Ontario)	Pas de service en français au CMC de Peace River.	Mesures correctives
2419	Sudbury (Ontario)	Services en français insatisfaisants au CMC de Sudbury.	Mesures correctives
2424	Ottawa	Le texte français d'une brochure ne re- flète pas fidèlement la version anglaise.	Explications
2432	Ottawa	La liste des emplois disponibles envoyée aux conseillers en main-d'œuvre est unilingue anglaise.	Mesures correctives

services en français aux francophones automatiquement et non uniquement sur demande. Afin de garantir le respect de la Loi, le Commissaire a recommandé au ministre de veiller à ce que les agents unilingues anglais du Centre de main-d'œuvre du Canada de la rue Howe, à Vancouver, orientent immédiatement et toujours les clients de langue française vers un de leurs collègues bilingues, après leur avoir demandé de patienter par un simple : « Un instant, s'il vous plaît ».

Le ministre a signalé au Commissaire que ses alarmes devant l'explication selon laquelle le centre en question servait le public en français « sur simple demande » étaient bien plus d'origine sémantique qu'imputable à une difficulté réelle : le ministre avait toujours eu pour politique d'offrir ses services en français aux francophones et non d'attendre qu'on lui en fasse la demande expresse. Toute personne était considérée comme demandant à être servie dans la langue qu'elle employait, que ce soit au téléphone ou de vive voix, et elle était satisfaite dans cette requête par tout service, programme, division, direction ou siège, national ou régional, ainsi que par toute antenne locale située dans un secteur où la demande était importante et où cela pouvait se faire.

Il se pouvait toutefois, selon le ministre, que cette politique ne soit pas toujours appliquée; il adresserait en conséquence une circulaire à la totalité de ses agents, pour la leur remettre en mémoire, et leur ferait part de la suggestion du Commissaire invitant ceux qui ne parlent pas français à demander au client de patienter par un simple : « Un instant, s'il vous plaît ».

DOSSIER N°	LIEU	NATURE DE LA PLAINTE	RÉSULTAT
1637	Elliot Lake	Announces unilingues anglais paraissant dans le seul journal de la ville	Mesures correctives
1742	Sudbury (Ontario)	Un francophone reçoit une carte postale en anglais.	Mesures correctives
1749	St-Catharines et Welland	Pas de services en français aux centres de main-d'œuvre des localités ci-contre.	Recommandation
1765	Toronto	Lettre rédigée en anglais envoyée à une association française.	Explications
1791	Toronto	Un francophone reçoit une réponse en anglais du bureau régional de l'Ontario.	Explications
1798	Ottawa	Le plaignant est interrogé en anglais après avoir rempli les formules en français et parlé dans la même langue au téléphone.	Mesures correctives

comme exigeant des institutions fédérales qu'elles fournissent leurs
attire l'attention du ministère sur l'article 2 de la Loi, qu'il entend

Le Commissaire a pris note de ces éclaircissements — mais a
quant à l'identité du plaignant.

clients servis chaque jour et de l'ignorance dans laquelle on le tenait
laps de temps relativement long écoulé depuis l'incident, du nombre de
regret de ne pouvoir fournir de plus amples précisions, en raison du
laquelle la demande avait été faite. Le ministère se disait en outre au
avisé de la durée probable de son attente, quelle que soit la langue dans
ce qui provoquait certains retards; mais, dans ce cas, le client était
d'entrevue enregistrée à ce bureau était effectivement parfois élevé,
orientés vers un de leurs collègues bilingues. Le volume des demandes
que les clients désirant se faire servir dans cette langue devaient être
gais sur simple demande et que le personnel savait parfaitement bien
question disposait d'employés capables de fournir les services en fran-
l'identité de l'agent incriminé. Il a par ailleurs précisé que le centre en
enquête approfondie, le directeur du service n'avait pas pu découvrir
Le ministère a fait savoir au Commissaire que, au terme d'une

Il n'a par conséquent pas pu obtenir les précisions qu'il désirait.
jours à l'avance et qu'aucun des agents du bureau ne parlait français.
pour bénéficier de ce « privilège », il fallait prendre rendez-vous quinze
l'employé auquel il a poliment demandé de le servir en français que,
du Canada de Vancouver pour se renseigner, et s'être fait dire par
Un francophone prétend s'être rendu au Centre de main-d'œuvre

Dossier n° 2891 — Vancouver

à jour éventuels de ses structures.
prenait (décembre 1974) au sujet d'un remaniement et d'une mise
de la deuxième recommandation dans le contexte de l'étude qu'il entre-
région. Il a par ailleurs signalé au Commissaire qu'il tiendrait compte
sujet à l'intention de ses chefs de service et directeurs généraux de
première et troisième recommandations et avait publié des directives à ce
capacité bilingue. Il a en outre précisé qu'il était d'accord avec les
de Windsor et faire savoir au public qu'il pouvait s'y prévaloir d'une
prises pour améliorer le bilinguisme visuel du Centre de main-d'œuvre
Le ministère a informé le Commissaire des mesures correctives

par celle-ci.
exprimée par le ministère de servir la clientèle dans la langue choisie

3) Les centres soient inspectés de façon régulière et systématique, pour
vérifier que la capacité bilingue y soit en permanence préservée et con-
venablement répartie et que l'environnement visuel y reflète la volonté

des postes et à la formation linguistique, les cadres axiaux et les groupes
planifiant les diverses activités.

2) Les structures administratives soient conçues de façon à assurer une étroite collaboration entre le personnel chargé des questions de bilinguisme, les agents proposés au recensement des exigences linguistiques nécessaires à la mise en place du système.)

1) Toute initiative ou nouveau programme tienne compte de la dimension bilingue dès sa phase préparatoire. (Dans le cas de centres mettant les listes d'emplois à la disposition du public, cela impliquera probablement la préparation par le siège d'un modèle des textes et instructions nécessaires à la mise en place du système.)

En vue d'aider le ministère à rééquilibrer le bilinguisme visuel à Windsor et à empêcher ce genre de situation de se reproduire ailleurs, le Commissaire a recommandé que :

Le Commissaire est arrivé à la conclusion que, étant donné les circonstances, il n'était pas indispensable pour le moment de ranger le poste de responsable du centre parmi les emplois bilingues. Conclusion qui se fondait non sur les critères géographiques édictés par le Conseil du trésor, mais sur les données concrètes recueillies sur place.

Il y avait de fortes chances pour que, dans ces circonstances, l'effet cumulatif soit de faire ressentir involontairement certes, mais non moins nettement, au client que le centre travaillait en anglais et que c'était solliciter un traitement de faveur que de demander à se faire servir en français.

Enfin, les dépliantes portant sur les diverses carrières étaient bien bilingues, mais présentaient tous au regard leur côté anglais.

D'autre part, les toutes dernières offres d'emploi, épinglées sur l'énorme panneau d'affichage mural que l'on trouvait à droite en entrant, si elles comportaient bien le nom du ministère intéressé et quelques mots de description en français, étaient, elles aussi, toutes rédigées en anglais.

Enfin, les dépliantes portant sur les diverses carrières étaient bien bilingues, mais présentaient tous au regard leur côté anglais.

Les listes, rédigées seulement en anglais, étaient contenues dans des classeurs comportant des instructions unilingues anglaises, posées sur des tablettes ne précisant qu'en anglais la catégorie d'emploi qu'ils regroupaient (menuiserie, emplois de bureau, etc.).

D'autre part, les toutes dernières offres d'emploi, épinglées sur l'énorme panneau d'affichage mural que l'on trouvait à droite en entrant, si elles comportaient bien le nom du ministère intéressé et quelques mots de description en français, étaient, elles aussi, toutes rédigées en anglais.

En face d'une énorme pancarte l'invitant, uniquement en anglais, à consulter les nouvelles listes d'annonces classées.

à des stages de formation. Or, sitôt franchie la porte, le client se trouvait sa langue maternelle lors d'entrevues portant sur l'accès à un emploi ou clientèle francophone pourrait hésiter à faire valoir son droit à employer ment que les deux langues avaient un statut égal dans ces locaux, la biance visuelle du bureau. En effet, tant qu'il n'apparaîtrait pas clairement, il se pouvait que ce soit au moins en partie en raison de l'ambivalence visuelle du bureau. En effet, tant qu'il n'apparaîtrait pas clairement, il se pouvait que ce soit au moins en partie en raison de l'ambivalence visuelle du bureau.

rapport que si le volume de la demande en français restait effectivement

non seulement dans le journal en question, mais aussi dans plusieurs autres hebdomadaires de langue française. Aucune publicité relative au Programme de régularisation du statut des immigrants n'avait encore été faite à l'échelle nationale dans les hebdomadaires, mais les bureaux régionaux étaient autorisés à augmenter la publicité nationale quand ils estimaient que les annonces habituelles n'atteignaient pas les intéressés établis dans la région. C'est ainsi que le bureau régional avait fait paraître des annonces concernant ce Programme dans l'hebdomadaire du plaignant.

Soucieux de bien renseigner tous les Canadiens sur les programmes gouvernementaux, le ministère a demandé conseil au Commissaire qui lui a recommandé de recourir, pour sa publicité, aux hebdomadaires de langue anglaise et française dans les régions du Canada où il n'existe pas de quotidien dans l'une ou l'autre langue officielle.

Dossier n° 2538—Un poste à Windsor

Le plaignant rapporte que, lorsque en septembre 1973 le poste de responsable du Centre de main-d'œuvre du Canada de Windsor s'est trouvé vacant, sa cote linguistique a été ramenée de « bilingue » à « anglais indispensable ». Il soutient que la connaissance des deux langues est essentielle à l'exercice de ces fonctions.

Le ministère a fait valoir que, pour assurer des services bilingues, il semblait plus utile de définir comme bilingues un certain nombre de postes de conseiller et celui de réceptionniste que celui de responsable du centre. Il a ajouté que la Commission de la fonction publique et le Conseil du trésor partageaient son point de vue. Le Commissaire lui a alors demandé certaines précisions sur la capacité bilingue du centre de Windsor. Le ministère lui a envoyé une première réponse, puis une seconde, accompagnée d'une nouvelle liste des postes bilingues, la première contenant de toute évidence plusieurs erreurs. Après mûre réflexion, le Commissaire a décidé de dépêcher sur les lieux deux agents de son service des plaintes chargés d'enquêter et de préparer un rapport sur la situation.

Les enquêteurs ont noté que la réceptionniste, un cadre et deux conseillers parlaient couramment le français et que le centre projetait d'envoyer six autres agents suivre des cours de langue.

Selon le responsable de secteur, la demande de services en français restait faible en dépit de la relative importance de la minorité francophone locale. Quoi qu'il en soit, chaque fois qu'un service était demandé en français, c'était dans cette langue qu'il était promptement fourni et on répondait en français à toute correspondance reçue dans cette langue. Le même responsable a ajouté que, pour sa part, il ne se rappelait pas avoir reçu la moindre plainte au sujet de la langue de service.

(Le Commissaire n'en a pas reçu non plus.)

son budget et ne pouvait, en conséquence, donner des cours de langue à tous les immigrants qui en exprimaient le désir. Durant l'exercice financier 1973-1974, le ministère prévoyait dépenser environ \$18 000 000 pour des cours de langue donnés dans le cadre du programme de la formation de la main-d'œuvre. Le Commissaire a transmis la réponse finale du ministère à la plaignante et a encouragé son mari à suivre des cours de langue à temps partiel. Il a même suggéré à la plaignante les noms de quelques institutions qui donnent des cours de français à Ottawa.

Dossier n° 2341—Annonces dans les hebdomadaires français

Le rédacteur en chef d'un hebdomadaire français de l'Ouest canadien affirme que les annonces du ministère ne sont publiées que dans les journaux anglais ou des tiers groupes. Il s'en prend, plus particulièrement, aux annonces relatives au Programme des initiatives locales et au Programme de régularisation du statut des immigrants.

Le ministère a informé le Commissaire que le choix du support publicitaire se faisait en fonction du public à atteindre. Dans le cas du Programme de régularisation du statut des immigrants, la priorité avait été accordée aux media des tiers groupes d'une part, et aux organes de communication de masse (anglais et français), d'autre part. Le ministère avait sérieusement étudié la possibilité de recourir aux hebdomadaires, mais son budget ne lui permettait pas de publier des annonces dans les quelque 950 hebdomadaires au pays. Quant aux annonces relatives au Programme des initiatives locales, le ministère a déclaré en avoir fait paraître dans l'hebdomadaire du plaignant.

En raison des contradictions entre la version du ministère et celle du plaignant, le Commissaire a téléphoné à ce dernier qui a confirmé avoir effectivement reçu des annonces relatives au Programme des initiatives locales, mais seulement après avoir porté plainte et téléphoné aux fonctionnaires du ministère, à Ottawa. Le plaignant a ajouté que, par la suite, le journal avait également reçu des annonces relatives au Programme de régularisation du statut des immigrants. Plusieurs plaintes ayant été portées auparavant au sujet de la publicité dans les hebdomadaires français de l'Ouest du Canada, le Commissaire en a conclu que les ministères fédéraux devraient recourir aux hebdomadaires chaque fois qu'il n'existe pas de quotidien français dans la région. Il a donc recommandé au ministère d'adopter cette ligne de conduite comme il l'a fait, d'ailleurs, dans le cas de l'hebdomadaire en cause.

Le ministère a répondu qu'à la suite d'une conversation téléphonique avec le plaignant, il avait chargé son agence de publicité de faire paraître les annonces relatives au Programme des initiatives locales,

avec le Commissaire lors d'une émission radiophonique. Le Commissaire a alors exprimé l'avis que tout immigrant nouvellement arrivé au Canada, quel que soit son métier ou sa profession, avait droit à un cours d'initiation à la société canadienne, soit en français, soit en anglais, au choix de l'immigrant. Il a ensuite communiqué avec le ministre dans l'espoir que ce dernier reviendrait sur sa décision en permettant au mari de la plaignante de suivre des cours de français.

Le ministre a alors expliqué sa politique au Commissaire. Il est prévu que les immigrants qui éprouvent de la difficulté à obtenir un emploi convenable en raison de leur connaissance insuffisante de l'anglais ou du français peuvent, dans le cadre du Programme de formation de la main-d'œuvre du Canada, bénéficier des cours de langue à plein temps. Ne sont pas éligibles, cependant, les immigrants qui peuvent trouver du travail dans leur profession ou dans une profession connexe, même à un niveau inférieur à celui de l'emploi qu'ils avaient dans leur pays d'origine. Ces derniers peuvent s'inscrire à l'un des nombreux cours de langue à temps partiel qu'offrent les institutions d'enseignement grâce aux subventions du Secrétariat d'Etat. Le ministre a alors réitéré qu'il ne pouvait accorder de cours de langue au mari de la plaignante puisque ce dernier exerçait sa profession à plein temps depuis un an.

Le Commissaire a de nouveau fait des représentations auprès du ministre concernant ses vues sur un cours d'initiation à la société canadienne qui serait offert aux immigrants. Il était d'avis que le ministre pourrait aider ces derniers à étudier, durant un certain temps, la langue officielle de leur choix, ce qui faciliterait sans doute leur insertion dans le contexte culturel et linguistique du pays. Cette aide n'exigerait pas une révision majeure de la politique ministérielle mais pourrait s'effectuer simplement en adoptant une interprétation plus large des règlements en vigueur concernant les cours de langue. Le Commissaire a alors suggéré au ministre deux façons d'interpréter ces règlements qui lui permettraient d'accéder au désir exprimé par le mari de la plaignante.

Dans sa réponse, le ministre encourageait cet immigrant à suivre des cours de langue, à temps partiel et moyennant des frais modiques, données par les universités, les collèges communautaires, ou encore par les commissions scolaires. Bien que le ministre fût d'accord avec le principe émis par le Commissaire, il ne pouvait pas autoriser le mari de la plaignante à suivre des cours de langue à plein temps.

Le responsable première dans le domaine de l'enseignement des langues pour tous les immigrants relevait du Secrétariat d'Etat, alors que le ministre de la Main-d'œuvre et de l'Immigration, en vertu de la Loi sur la formation professionnelle des adultes, n'offrait des cours de langue qu'en fonction d'un emploi particulier. Quoiqu'une interprétation plus large des règlements était souhaitable, le ministre devait boucler

en Ontario : le nombre d'intéressés, la possibilité de mettre au point des cours de français au niveau provincial, les besoins des employeurs de la région. Les villes de Sudbury, Hearst et Timmins ne remplissaient qu'une seule de ces conditions : l'initiative prise par le ministère d'encourager la province à mettre sur pied des cours de formation professionnelle en français. Toutefois, il était difficile d'attirer suffisamment d'intéressés pour remplir une classe. En outre, dans les régions desservies par les trois Centres de main-d'œuvre du Canada, la demande de personnel bilingue ou unilingue anglais était très forte alors qu'elle était très faible pour des unilingues français. Néanmoins, le ministère avait décidé d'envoyer une équipe chargée d'étudier la situation sur place.

Cette équipe s'était rendue à deux reprises dans le nord-est de l'Ontario et y avait effectué une analyse approfondie des réalisations régionales du programme de formation de la main-d'œuvre du Canada. Ainsi, pour 1974-1975, on prévoyait offrir en français les cours suivants : des cours de ratrapage (Sudbury), un cours de formation professionnelle pour les abatteurs et les conducteurs de débroussaieuses (exploitation forestière) — (Hearst) ; un cours commercial (Sudbury) ; un cours de l'exploitateur forestier (en français et en anglais) — (Timmins). En outre, le ministère désirait consulter les fonctionnaires provinciaux chargés des cours de formation en établissement offerts par la main-d'œuvre du Canada, et élaborer des projets pilotes afin d'essayer de nouvelles méthodes de formation axées sur l'emploi. Le ministère croyait que grâce à ces mesures, il pourrait offrir à ses clients des services dans les deux langues officielles.

Dossier n° 2312 — Cours de français

Une francophone d'Ottawa déclare que le ministère de la Main-d'œuvre et de l'Immigration ne permet pas à son mari, un immigrant artiste-peintre, de suivre des cours de français en vertu du Plan de formation de la main-d'œuvre du Canada.

Le ministère a répondu que tout immigrant qui ne possède pas suffisamment le français ou l'anglais pour obtenir un emploi peut recevoir des cours de langue du ministère dans l'une ou l'autre langue officielle. Bien que le mari de la plaignante ne parle ni le français ni l'anglais, cela ne l'a pas empêché de se trouver un emploi puisqu'il pratique son métier d'artiste-peintre à son propre compte. Il n'a donc pas droit aux cours de langue donnés en vertu du programme du ministère. Plusieurs immigrants qui désirent apprendre l'une ou l'autre langue officielle, ou même les deux, le font en suivant des cours du soir offerts par les Commissions scolaires locales et autres institutions d'enseignement. Cette possibilité s'offre également au mari de la plaignante. Le Commissaire a transmis la réponse du ministère à la plaignante. Celle-ci, insatisfaite de la réponse du ministère, a rediscuté de son cas

Un francophone du Nouveau-Brunswick déclare qu'il lui est par-
fois impossible d'obtenir certains documents d'information en français
au Centre de main-d'œuvre; documents pour aider les responsables des
Programmes d'initiatives locales à tenir leur comptabilité et documents
sur le Programme d'aide à la création locale d'emplois.

Le Bureau des services de vérification du ministère des Approvi-
sionnements et Services, en collaboration avec les hauts fonctionnaires
du ministère, a produit une brochure en anglais intitulée *Accounting
System for Local Initiative Program Projects*.

Cette brochure visait à aider les promoteurs dans les régions dé-
favorisées où ne pouvaient se justifier les services d'un comptable à
temps plein. Elle servait de guide aux promoteurs dans la tenue des
livres et l'établissement des bilans. S'il y avait lieu, le Bureau des services
de vérification assurait lui-même la mise en œuvre du système comptable.
Pour diverses raisons, il s'était révélé difficile au ministère de préparer
une version française acceptable du texte anglais. La version française
avait donc été diffusée environ deux mois plus tard.

En ce qui a trait à la deuxième partie de la plainte, il s'agissait de
documents de régie interne qui avaient été distribués lors d'une con-
férence tenue à Ottawa en mars 1973 sur les programmes spéciaux
afin de permettre aux participants d'en étudier l'application. Comme
il fallait fournir de toute urgence les renseignements correspondants aux
Centres de main-d'œuvre du Canada, on avait enjoint aux employés
du ministère de mettre en marche les programmes en suivant les ins-
tructions données dans ces premiers documents, la traduction n'étant
pas prête.

Le ministère a signalé que depuis février 1973 il s'était efforcé
d'obtenir la traduction du texte anglais. Toutefois, des modifications
apportées au texte avaient empêché la rédaction de la version définitive
avant la fin de la conférence. Cependant, une brochure bilingue intitulée
Fact Sheets et Actualité était maintenant disponible dans tous les
Centres de main-d'œuvre du Canada.

Le Commissaire a recommandé au ministère de faire tous les
efforts possibles pour réduire au minimum les retards de publication
en français. Le ministère s'est engagé à respecter cette recommandation.

Dossier nos 2231 et 2251 — Programme de formation

Deux francophones protestent contre le manque de cours de langue
française dans le cadre du programme de formation de la Main-d'œuvre
du Canada à Timmins, Sudbury et Hearst (Ontario).

Le ministère a expliqué qu'il fallait tenir compte de plusieurs
facteurs importants lorsqu'on étudiait la pertinence des cours de français

Le ministère de la Main-d'œuvre et de l'Immigration a informé le Commissaire que la téléphoniste au Centre de main-d'œuvre de Hamilton n'était pas bilingue mais qu'elle avait beaucoup d'expérience. Dès que son interlocuteur demandait quelqu'un qui parlait français, elle faisait appel à un conseiller en main-d'œuvre bilingue en mesure de fournir les renseignements désirés. Il se pouvait qu'une employée expérimentée ait assuré la relève pendant le déjeuner de la standardiste. Quoi qu'il en soit, le chef de service de la Main-d'œuvre préparait à l'attention des préposés au central téléphonique, à la réception et aux renseignements une liste de noms et numéros de téléphones de tous les conseillers bilingues. Cette liste devait permettre au personnel de recourir aux employés francophones de ce bureau.

Le ministère a ajouté qu'il y avait un nombre suffisant d'employés bilingues pour satisfaire aux demandes et pour éviter la répétition d'incidents comme celui qui avait fait l'objet de la plainte. Le ministère a, de plus, assuré le Commissaire que tous les efforts possibles étaient déployés au Centre de main-d'œuvre à Hamilton pour que le public soit servi dans la langue officielle de son choix.

Le Commissaire a fait les recommandations suivantes :

- 1) que les téléphonistes identifient le Centre de main-d'œuvre dans les deux langues officielles;
- 2) que les standardistes unilingues répondent tout simplement « Un instant, s'il vous plaît » avant de renvoyer tout appel en français à un(e) collègue bilingue sans que l'interlocuteur ait à insister avant qu'on renvoie enfin son appel à qui de droit;
- 3) que les téléphonistes anglophones unilingues s'abstiennent de parler en anglais aux francophones vu que le service doit être fourni automatiquement dans la langue officielle de l'usager;
- 4) que l'attente soit toujours limitée autant que possible.

Un système a été établi permettant aux standardistes d'acheminer tous les appels d'interlocuteurs francophones vers un(e) employé(e) bilingue. Le 13 septembre 1973, le bureau du sous-ministre adjoint a émis une note de service à l'intention de tous les directeurs régionaux leur demandant de fournir aux standardistes une liste de tous les employés aptes à assurer au public des services bilingues. De plus, on apprendrait aux téléphonistes les formules en français nécessaires à la mise en œuvre des recommandations du Commissaire.

Quant à la quatrième recommandation, le ministère estimait que la durée de l'attente ne constituerait jamais un problème puisque la demande de services en français était assez minime et que le Centre de main-d'œuvre de Hamilton comprenait neuf employés bilingues capables d'assurer des services adéquats dans les deux langues officielles.

niveau de la connaissance des deux langues officielles pour pouvoir communiquer d'une façon adéquate tant avec les francophones qu'avec les anglophones.

Le Commissaire a fait remarquer au ministre que les plaintes qu'il avait portées à son attention au sujet de ces deux bureaux venaient contredire cette affirmation. Il lui a, en conséquence, recommandé de doter le bureau de St. Catharines d'une réceptionniste bilingue, de le mandier aux réceptionnistes des deux bureaux d'indiquer au public francophone qu'il peut bénéficier des services de conseillers capables de répondre en français et de trouver les moyens appropriés pour éviter normalement imposées aux anglophones.

Le ministre a fait le nécessaire pour pouvoir nommer une réceptionniste bilingue au Centre de main-d'œuvre de St. Catharines et pour assurer des services convenables à la clientèle francophone.

Dossier n° 1971 — Sudbury

Un plaignant de Sudbury déclare que la nouvelle politique sur l'immigration a été diffusée en anglais seulement dans la région, men-tionnant, à titre d'exemple, la publicité dans les autobus. Il soutient également que l'annonce de l'inauguration officielle du Centre de main-d'œuvre du Canada pour étudiants n'a été publiée qu'en anglais; selon lui, la cérémonie se serait déroulée exclusivement en anglais.

Le ministre a reconnu avoir fait peu de publicité sur la nouvelle politique d'immigration dans la région de Sudbury, les annonces dans les autobus ayant été au nombre de 34. Il a cependant nié, preuves à l'appui, que l'inauguration du Centre de main-d'œuvre du Canada pour étudiants ait eu lieu uniquement en anglais.

Le Commissaire a rappelé au ministre son obligation de servir la population de la région de Sudbury dans les deux langues officielles. S'appuyant sur les résultats du recensement effectué en 1971, il a recommandé que toute publicité ou promotion faite par le ministre dans la région soit faite dans les deux langues officielles, y compris les com-muniqués de presse.

Le ministre a accepté de se conformer à la recommandation du Commissaire.

Dossier n° 1986 — Hamilton

Un francophone téléphone au Centre de main-d'œuvre à Hamilton et demande en anglais à la téléphoniste s'il y a un fonctionnaire qui pourrait recevoir des étudiants d'expression française en quête d'emploi. La téléphoniste a répondu que personne ne savait le français et que si les étudiants se présentaient, on essaierait de se débrouiller.

Le Commissaire a recommandé que le ministère tienne compte, durant l'exercice en cours d'identification et de désignation de postes bilingues, de la nécessité d'accroître la capacité bilingue de l'unité responsable des Programmes de formation en cours d'emploi et des services auxiliaires afin d'assurer au public des deux groupes linguistiques des services d'égale qualité et de permettre aux fonctionnaires de travailler dans la langue officielle de leur choix. Le Commissaire a recommandé aussi que les services de traduction accordent de l'importance aux priorités établies par l'article 4 des règlements de la Loi sur le Bureau des traductions.

Le ministère a répondu qu'au cours de l'exercice financier 1973-1974, 12 % des membres de l'unité du Programme d'initiales locales pouvaient s'exprimer en français et que ce nombre répondait à la demande. D'autre part l'unité responsable du Programme de formation en cours d'emploi a été décentralisée, les formules et autres documents ont été standardisés et les contacts avec le public ont été confiés aux conseillers des centres de main-d'œuvre. Le ministère espérait que de telles mesures obvièrent aux insuffisances relevées. Le ministère entendait identifier et désigner des postes bilingues en nombre suffisant durant l'exercice financier en cours pour répondre aux besoins des services auxiliaires et de la surveillance. Enfin le ministère s'engageait à respecter les priorités établies pour la traduction.

Dossier n° 1749 — Welland et St. Catharines

Un francophone déclare qu'il s'est rendu aux Centres de main-d'œuvre du Canada à Welland et à St. Catharines, en Ontario, et que les réceptionnistes de ces deux bureaux étaient des anglophones unilingues. On l'aurait fait attendre afin de trouver quelqu'un à même de communiquer avec lui en français. Il ajoute que lorsqu'il attendait au bureau de Welland, une jeune francophone unilingue n'est pas arrivée à se faire comprendre de la réceptionniste. A Welland comme à St. Catharines, les employés n'ont été par la suite en mesure de répondre à ses questions qu'en anglais, car ils ne comprennent pas le français. Le plaignant signale cependant qu'il n'a pas eu à se plaindre de l'attitude du personnel.

Le ministère a indiqué au Commissaire que le nombre d'employés pouvant offrir des services en français aux bureaux de St. Catharines et de Welland s'établissait comme suit : à St. Catharines, un conseiller, un surveillant et une dactylographe étaient parfaitement bilingues; à Welland, deux conseillers, une standardiste et une réceptionniste étaient bilingues. Cette dernière occupait le poste principal au comptoir de renseignements. Le ministère a exprimé l'avis que la répartition du personnel composant ces deux bureaux était suffisamment équilibrée au

3) que le ministre rappelle périodiquement aux responsables des centres de main-d'œuvre situés dans les régions bilingues qu'ils doivent demander aux membres du groupe linguistique minoritaire la langue d'enseignement qu'ils préfèrent et qu'une formation donnée dans la langue officielle de leur choix soit toujours offerte lorsque cela est possible;

4) que le ministre mette sur pied un système efficace de renvois ou de transferts automatiques vers les centres où la formation est offerte dans la langue désirée.

Le ministre a indiqué que son personnel à Welland était réparti de façon à assurer au public un service dans les deux langues officielles et que les employés étaient conscients de la nécessité de servir le public dans la langue de son choix. De plus le ministre entendait assurer l'offre de services en français à Port Colborne en y affectant un préposé bilingue. Enfin, il avait émis une directive enjoignant aux directeurs régionaux d'établir un système efficace de renvois ou de transferts automatiques vers les centres où la formation désirée était dispensée dans la langue choisie.

Lors d'une visite au bureau régional de Toronto, des représentants du Commissaire ont discuté de nouveau cette question avec les représentants de l'institution dans le but d'éviter la répétition de plaintes semblables.

Dossier n° 1692 — Bureau régional de Toronto

Un responsable d'une coopérative francophone présente une demande en français au Programme de formation en cours d'emploi et reçoit du Centre de main-d'œuvre de sa région des services en français. La demande est ensuite transmise au bureau du ministre à Toronto. Un fonctionnaire de ce bureau qui cherche à obtenir par téléphone des renseignements complémentaires s'adresse alors en anglais à la coopérative. Comme d'autres plaintes mettaient également en cause le bureau régional de Toronto, le Commissaire a jugé bon de déléguer deux de ses agents accompagnés d'un représentant du ministre pour étudier l'organisation de ce bureau vis-à-vis des exigences de la Loi sur les langues officielles.

Pour aider le Commissaire dans son instruction, le ministre lui a transmis un relevé des effectifs bilingues du bureau régional de Toronto ainsi que des explications touchant le traitement des demandes au regard des Programmes de formation en cours d'emploi et d'initiatives locales. L'instruction des représentants du Commissaire a révélé que certaines des difficultés au niveau des services offerts au public étaient attribuables au manque de personnel bilingue au bureau régional et au recours trop fréquent à la traduction.

lors de l'examen des demandes soumises dans le cadre du Programme des initiatives locales afin de s'assurer qu'à l'avenir les projets offrent des services bilingues lorsque la population qu'ils desserviraient serait composée de francophones et d'anglophones.

Le Commissaire a reconnu qu'il s'agissait là d'une amélioration. Toutefois, il a souligné que cette nouvelle procédure comportait deux faiblesses : tout d'abord, une fois que la demande était approuvée, le ministère ne pouvait plus exercer de contrôle sur ce qui était ou n'était pas fait au point de vue linguistique, et deuxièmement, il n'y avait pas d'invitation en bonne et due forme à fournir des services au public dans la langue officielle de son choix. Par conséquent, le Commissaire a fait savoir au ministère qu'il maintenait ses deux recommandations.

Le ministère a par la suite informé le Commissaire que les demandes émanant du Programme des initiatives locales seraient dorénavant examinées dans la plupart des circonscriptions fédérales par un conseil consultatif formé de représentants de la population locale. Comme ceux-ci auraient une bonne connaissance des besoins du milieu, le ministère croyait que ce conseil recommanderait des projets qui répondraient aux exigences linguistiques de la population concernée.

Le Commissaire a répondu qu'il exposerait le point de vue du ministère dans son rapport annuel.

Dossiers nos 1626, 1627 — Welland et Port Colborne

Deux plaignants, un de Welland et l'autre de Port Colborne, en Ontario, font grief au ministère de ne pas leur avoir offert des cours de formation en langue française et déclarent avoir éprouvé des difficultés à suivre des cours en anglais. De plus, ils constatent que les Centres de main-d'œuvre des deux villes en question n'offrent pas toujours des services bilingues.

Le ministère a répondu qu'il croyait avoir à Welland un effectif bilingue suffisant pour offrir des services dans les deux langues officielles mais il reconnaissait que le Centre de main-d'œuvre de Port Colborne ne disposait pas de conseillers bilingues. Le ministère a ajouté qu'il rappellerait à ses employés sa politique concernant la langue d'instruction des cours dans les régions bilingues.

Le Commissaire a fait les recommandations suivantes :

- 1) que le personnel du Centre de main-d'œuvre de Welland soit réparti de façon à assurer en tout temps les services dans les deux langues officielles. Le ministère devrait rappeler aux employés en place que le fait de s'adresser à eux en français constitue en soi une demande d'être servi dans cette langue;
- 2) que le Centre de main-d'œuvre de Port Colborne offre dès que possible des services dans les deux langues officielles en tout temps;

publiée dans *La Presse* du 26 juillet 1972, un francophone de Montréal se plaint de « l'étrange bilinguisme » du projet « Esprit Côte-des-Neiges », subventionné par le gouvernement fédéral. Il déclare que le programme est administré par des anglophones unilingues pour la plupart et que, par conséquent, la population francophone servie ne peut obtenir de services en français.

Comme la lettre parue dans *La Presse* mentionnait le Programme Perspectives-Jeunesse, le Commissaire a communiqué en premier lieu avec le Secrétaire d'État, responsable de ce programme. Le ministère a révélé que le projet « Esprit Côte-des-Neiges », n'avait pas été subventionné par Perspectives-Jeunesse 1972. Le Commissaire est par la suite entré en communication avec le ministère de la Main-d'œuvre et de l'Immigration de qui relevait le Programme des initiatives locales. Ce ministère a eu des difficultés à identifier le projet à cause de l'absence de renseignements précis sur sa désignation (par exemple, son numéro, son inscription à l'index du ministère, etc.,). Après avoir retrouvé le dossier, le ministère a exprimé le désir d'en discuter avec le Commissaire.

Le Commissaire a étudié les divers documents que le ministère de la Main-d'œuvre et de l'Immigration lui avait transmis et a souligné au ministère que en vertu de l'entente, la « Fédération of Catholic Community Services Inc. » (nouveau nom de la « Fédération of Catholic Charities ») servait les citoyens francophones et anglophones du district Côte-des-Neiges. En raison de ceci et à cause du fait que ce groupe était subventionné par le gouvernement canadien, le Commissaire a exprimé l'avis qu'on devait offrir des services en tout temps dans les deux langues officielles.

Par conséquent, il a recommandé que le ministère examine la possibilité d'inclure dans toute nouvelle entente avec la « Fédération of Catholic Community Services Inc. » qui prolongerait ce programme, une clause l'obligeant à fournir en tout temps des services dans les deux langues officielles.

Le Commissaire a de plus recommandé au ministère d'étudier la possibilité d'insérer des clauses similaires dans tous les accords conclus entre le gouvernement du Canada et les parrrains de projets, dans le cadre du Programme des initiatives locales, toutes les fois que des services devaient être assurés dans les deux langues officielles.

Le ministère a répondu au Commissaire qu'à cause de la philosophie même du Programme des initiatives locales, les objectifs proposés pourraient être atteints par d'autres moyens que l'insertion dans les accords d'une clause relative à la prestation de services bilingues. Comme les projets d'initiatives locales ne constituaient pas des services fédéraux, le ministère ne pouvait intervenir dans leur administration. Toutefois, il s'est engagé à tenir compte du facteur langues officielles

Dans une lettre ouverte, intitulée « Arrogance ou inconscience des anglophones », adressée à M. Gérard Pelletier, Secrétaire d'Etat et Dossier n° 935 — « *Esprit Côte-des-Neiges* »

PLAINTES

Parallèlement, les offres d'emploi affichées dans les centres de main-d'œuvre ou annoncées dans les journaux et les communiqués de presse sont causes d'alarme. Alors que le Bureau s'était vu assurer, il y a un certain temps, que ces textes étaient toujours préparés dans les deux langues, le dernier rapport soumis par le ministère précise que si tous les formulaires sont bilingues, la normalisation de la version française des descriptions de fonctions n'en est qu'à la phase préparatoire et que les petites annonces et les communiqués ne sont pas toujours publiés dans les journaux français et anglais. Le Commissaire espère qu'on remédiera à cette situation et qu'à l'avenir cette documentation sera préparée, affichée et communiquée dans les deux langues.

Winnipeg-Ouest aient quelques employés bilingues. de parler les deux langues, bien que ceux de Winnipeg-Nord et de Winnipeg et de Saint-Boniface disposent de réceptionnistes capables d'accueillir; elle reconnaît du reste que seuls les centres de main-d'œuvre compte de la recommandation qui a trait aux services de réception et non plus pris de nouvelles dispositions pour qu'il soit un peu plus tenu bureaux n'a été versé dans la catégorie « bilingue ». L'institution n'a pas dans les établissements post-secondaires, et aucun des postes de ces Il n'existe cependant nulle capacité francophone dans les antennes situées services à Saint-Boniface, Winnipeg, Winnipeg-Ouest et Winnipeg-Nord. certaines améliorations depuis : on peut désormais se prévaloir de ces des services téléphoniques bilingues. Toutefois, le ministère a enregistré A la fin de 1974, tous les centres n'étaient pas en mesure de fournir quées et que les cinq autres l'étaient en partie.

dations formulées en conclusion de la seconde étude avaient été appliquées et que les cinq autres l'étaient en partie. visite devait le confirmer) qu'à la même époque, 12 des 17 recommandations étaient aussi observées. Il signalait par ailleurs (et une recruter. En décembre 1974, le ministère indiquait que ces trois recommandations étaient et la détermination du nombre d'agents bilingues à l'existence, dans les deux langues, de cours de gestion à l'intention de des données sur le profil linguistique des agents du service extérieur, mandations 27, 29 et 31) intéressaient respectivement le rassemblement encore été mises en vigueur en octobre 1973. Ces dernières (recommandé lieu à 32 recommandations dont trois seulement n'avaient pas nal, l'autre sur ses services dans la région de Winnipeg. La première avait portant, l'une sur certains de ses bureaux établis hors du territoire natio-

En décembre 1974, le ministère a fait savoir au Bureau où il en était dans l'application des recommandations découlant des deux études

Grand Winnipeg suscite certaines inquiétudes.
En décembre 1974, le ministère a fait savoir au Bureau où il en était dans l'application des recommandations découlant des deux études

Il n'a pas fallu beaucoup de temps au ministère pour déceler les causes des 93 plaintes dont il a fait l'objet. Non plus que pour y porter remède. Du reste, la plupart étaient à mettre au compte d'erreurs ou de malentendus. Le volume de la demande de services en français aux guichets de ses centres de main-d'œuvre en certains endroits du nord ontarien, de Colombie-Britannique et de quelques autres régions laisse cependant à penser qu'il pourrait être utile que l'institution fasse preuve de sa créativité habituelle pour doter ces bureaux d'un effectif bilingue. Le ministère a intégralement appliqué les 48 recommandations qui ont fait suite aux études spéciales effectuées à Montréal, Moncton et Ottawa ainsi que dans certains bureaux d'immigration situés à l'étranger, mais la manière dont il a accueilli celles que lui a valu l'enquête menée dans le

APPRECIATION

MAIN-D'ŒUVRE ET IMMIGRATION — « Le métèque »

3019	Ottawa	L'égalité de statut du français n'est pas respectée dans la publication d'un bulletin.	Mesures correctives
3174	Ottawa	Seulement deux des quarante ouvrages sur un présentoir sont en français.	Mesures correctives
3180	Ottawa	Erreur dans une publication.	Mesures correctives
3218	Ottawa	Estampille unilingue.	Mesures correctives
3355	Ottawa	L'édition anglaise d'une carte n'est pas disponible.	Mesures correctives
3340	Halifax	Affiche unilingue anglaise.	Mesures correctives

dans l'enveloppe une copie de la lettre française, soit par ses services qui, au moment de communiquer leurs directives, ignoraient le désir du plaignant de recevoir sa correspondance en français.

Information Canada a toutefois accepté la responsabilité de cette erreur et a tenu à s'excuser de tout désagrément qui avait pu en résulter. L'organisme a assuré le Commissaire qu'il s'assurait la d'une exception et qu'il s'efforçait en tout temps d'observer strictement les exigences de la Loi sur les langues officielles.

Pour éviter de nouvelles erreurs de distribution le Commissaire a recommandé que :

a) toutes les lettres-formules destinées aux clients d'Information Canada paraissent dans un même document dans les deux langues officielles;

b) lors de l'envoi de ces documents, les préposés aient à leur disposition les moyens de vérifier dans quelle langue officielle le client désire recevoir toute communication afin que les adresses soient libellées comme il convient.

A la suite de ces recommandations le Directeur de cet organisme a pris les mesures suivantes :

Il a avisé les services financiers de rédiger à l'avenir toutes lettres-formules dans les deux langues officielles sur un même document. Pour ce qui avait trait à la deuxième recommandation, on verrait à ce que les clients puissent indiquer, s'il y avait lieu, dans quelle langue ils désiraient recevoir la documentation qui leur était destinée.

DOSSIER N° LIEU NATURE DE LA PLAINTE RÉSULTAT

2001	Winnipeg	Disponibilité des publications en français à la librairie	Explications
2314	Ottawa	Deux publications en français n'étaient pas disponibles à la librairie.	Explications
2333	Ottawa	Cartes postales unilingues anglaises.	Explications
2394	Ottawa	Peu de publications disponibles en français à la librairie.	Explications
2431	Ottawa	Formule presque entièrement rédigée en anglais envoyée à un francophone.	Mesures correctives
2727	Montréal	Accueil bilingue incomplet des téléphonistes.	Mesures correctives
2825	Ottawa	Papillons publicitaires unilingues anglais.	Mesures correctives
2939	Ottawa	Services en anglais seulement à l'entrée de l'édifice Vanguard.	Mesures correctives

Toronto, une affiche qui expliquerait la possibilité d'obtenir d'Ottawa les publications françaises qui ne seraient pas sur ses étiquettes. Information Canada a de plus souligné qu'une telle affiche était également utilisée à son centre de Winnipeg et qu'il en distribuerait des exemplaires à ses centres de Vancouver et de Halifax.

Dossier n° 2928 — Un questionnaire en anglais

Une francophone, responsable d'un centre d'information au Nouveau-Brunswick, reçoit un questionnaire en anglais d'Information Canada.

L'organisme a trouvé malencontreux l'envoi d'un questionnaire unilingue anglais à un centre dont le nom, de toute évidence, est à consonance française. Le questionnaire avait été envoyé à plus de 300 bibliothèques et centres communautaires dans tout le pays. Comme la documentation destinée à ces organismes était habituellement bilingue c'était par mégarde qu'un fonctionnaire avait adressé un exemplaire anglais de ce questionnaire à la plaignante.

Le Commissaire a recommandé à Information Canada de prendre toutes les mesures nécessaires pour assurer qu'à l'avenir chaque citoyen ou institution reçoive des services dans la langue officielle de son choix.

Dossier n° 3178 — Une lettre en anglais

Le secrétaire général d'une association francophone envoie au Commissaire copie d'une lettre rédigée uniquement en anglais qu'Information Canada avait adressée à son association.

Le Directeur de cet organisme a informé le Commissaire que la lettre que lui avait envoyée la Division des services financiers avait bien été préparée dans les deux langues officielles, français et anglais. Il avait été question au début de présenter les deux versions sur une même feuille imprimée recto verso, mais certains problèmes administratifs et la nécessité de poster les états de compte mensuels le plus tôt possible avaient rendu une telle entreprise impossible. Les versions françaises et anglaise avaient donc été imprimées sur deux feuilles différentes.

Il a précisé que les membres de la « Ottawa and District Association for the Mentally Retarded » avaient été chargés d'insérer les lettres dans les enveloppes appropriées et que des directives très précises stipulant quels clients devaient recevoir les deux versions de la lettre leur avaient été données; ces directives mentionnaient, entre autres, tous les clients de la province de Québec.

Comme l'anonymat du plaignant a été gardé au cours de l'instruction de cette plainte, Information Canada n'a pu que supposer que l'erreur avait été commise soit par l'Association qui avait omis d'inclure

Information Canada a répondu au Commissaire qu'il acceptait les recommandations susmentionnées et qu'il verrait à ce que l'élément francophone de la région de Winnipeg obtienne le maximum de services en français.

Dossier n° 2247—La librairie à Toronto

Un francophone de la région de Toronto se plaint du fait qu'il y ait un choix limité de publications françaises à la librairie d'Information Canada à Toronto.

Information Canada a indiqué au Commissaire que sa librairie à Toronto offrait certaines publications en français. L'organisme a ajouté cependant qu'étant donné la population presque entièrement anglophone de Toronto et la très faible demande de publications en français, il serait trop onéreux d'entreposer des milliers de publications additionnelles pour répondre aux trois ou quatre demandes qui parvenaient par mois à cette librairie.

Information Canada a précisé que cette politique s'appliquait également à ses autres centres régionaux. À Montréal, par exemple, l'inverse se produisait. Information Canada entreposait un pourcentage de volumes de langue anglaise proportionnel à la population anglophone. De plus, Information Canada a signalé que tous ses centres régionaux offraient des services bilingues et que si une publication n'était pas disponible dans l'une ou l'autre des deux langues officielles, une commande pouvait être immédiatement passée à Ottawa. La livraison exigeait de trois à cinq jours.

Tenant compte du fait qu'il y avait, lors du recensement de 1971, 45 570 francophones dans la région de Toronto, le Commissaire a souligné à Information Canada qu'il comprenait mal pourquoi sa librairie à Toronto recevait seulement trois ou quatre demandes par mois de publications en français. De plus, il se demandait si les citoyens de Toronto savaient que si une publication n'était pas disponible en français ou en anglais à la librairie d'Information Canada à Toronto, on pouvait l'obtenir d'Ottawa en l'espace de trois à cinq jours.

Par conséquent, eu égard à la nature de la plainte et aux explications de l'organisme, le Commissaire a recommandé qu'Information Canada fasse une certaine publicité afin d'informer le public que toutes les publications en français ou en anglais en vente à Information Canada pouvaient être obtenues de sa librairie à Toronto soit sur-le-champ, soit encore dans un délai relativement court (de trois à cinq jours) si celle-ci ne les avait pas en stock.

Après avoir consulté son personnel de Toronto, Information Canada a convenu de faire une meilleure promotion des publications françaises. Elle a aussi décidé de mettre en évidence, à sa librairie de

liste ne comprenait pas les publications gratuites qu'Information Canada distribuait pour le compte des ministères et agences. Toutefois, Information Canada a signalé que sa librairie à Winnipeg vendait en moyenne seulement deux livres en langue française par semaine.

A l'occasion d'une autre plainte semblable, le Commissaire avait déjà invité Information Canada à encourager, par une publicité appropriée, les francophones de la région à faire un meilleur usage des publications qui étaient à leur disposition. L'organisme avait répondu qu'il prenait des mesures pour encourager les francophones de la région à se prévaloir de ses services à Winnipeg. Le Commissaire a alors demandé à Information Canada qu'il lui donne des précisions concernant les mesures d'encouragement promises. De plus, vu que la librairie et le Centre de renseignements formaient deux services distincts, il a requis que l'organisme lui transmette des renseignements sur la composition linguistique du personnel de la librairie ainsi que sur son déploiement. Information Canada a répondu au Commissaire que sa librairie à Winnipeg traitait de plus en plus avec le Collège de Saint-Boniface et avec la librairie Landry, de Saint-Boniface également, qui offraient en vente des publications en langue française. L'organisme a ajouté qu'il comptait utiliser prochainement la station de radio CKSB, qui refusait en langue française, pour inviter les francophones de la région à se prévaloir des services qu'il mettait à leur disposition.

En ce qui concerne le personnel de sa librairie à Winnipeg, Information Canada a souligné qu'il y avait depuis le 20 août 1973 un comité de langue française à cette librairie. Avant cette date, le personnel de la librairie était composé, selon la direction de cette agence, de cinq employés, dont une anglophone qui pouvait s'exprimer en français et qui était inscrite à un cours de perfectionnement en langue française. Devant ces faits, le Commissaire a souligné à Information Canada que cette librairie devrait être en mesure, selon la Loi sur les langues officielles, d'assurer des services dans les deux langues officielles en tout temps. Tenant compte de la nature de la plainte, il a recommandé que les directives précises soient émises afin que tous les services à la librairie soient offerts en tout temps d'une façon courtoise aux clients dans la langue officielle de leur choix.

De plus, un représentant du Commissaire a constaté qu'au cours de la semaine du 10 août 1973, il n'y avait sur les présentoirs installés près de la vitrine de cette librairie que quelques ouvrages bilingues et aucun ouvrage en français. Par conséquent, le Commissaire a recommandé qu'Information Canada fasse un effort pour que sur les présentoirs de sa librairie à Winnipeg figurent un certain nombre d'ouvrages en français et que, lorsqu'il s'agit de publications bilingues, le côté en français apparaisse aussi.

APPRECIATION

Consentir du fait que la fonction—ô combien lourde—d'Information Canada est de prêcher pour la paroisse gouvernementale, le Commissaire n'est pas réellement gêné de catéchiser sur des thèmes (subventions, stages d'été, naturalisation, etc.) autres que celui de la Loi sur les langues officielles, puisque l'organisme semble ne point, ou du moins pas trop, y contrevenir.

L'organisme a pris note avec célérité des 22 plaintes dont il a été informé en 1973-1974, et, dans les quatre cas où des recommandations se sont avérées nécessaires, celles-ci ont été suivies. Il a notamment reconnu la nécessité de faire savoir au public que ses librairies ont en rayon les versions anglaise et française de la plupart des publications qu'elles mettent en vente ou, lorsque ce n'est pas le cas, que ces ouvrages peuvent être livrés—normalement, dans un délai de trois à cinq jours. Pour les miracles, il faut patienter un tantinet plus longtemps.

PLAINTES

Dossier n° 2117—La librairie à Winnipeg

Une francophone déclare qu'on se moque des francophones à la librairie d'Information Canada à Winnipeg. Ces derniers ne peuvent jamais, selon elle, obtenir de services en français. De plus, elle affirme qu'on expose, en règle générale, seulement des livres en anglais. Si par hasard le livre est bilingue (elle cite, à titre d'exemple, le *Deuxième rapport annuel* du Commissaire aux langues officielles), on montre seulement le côté anglais.

Information Canada a informé le Commissaire que chacun de ses librairies possédait une enseigne indiquant la disponibilité de livres en langue française. De plus, l'organisme a précisé que chacun de ses centres avait un personnel pouvant offrir des services dans les deux langues officielles. Par exemple, il a souligné que son Centre de renseignements à Winnipeg comptait deux employés francophones, que son équipe mobile d'agents d'information au Manitoba comptait un agent francophone, et que le fonctionnaire responsable des opérations d'Information Canada dans la région des Prairies était francophone. Il a ajouté que toutes ces personnes étaient bilingues.

Information Canada a en outre fourni au Commissaire une liste de 150 publications alors en vente dans sa librairie à Winnipeg. Cette

Le Commissaire a ensuite demandé au ministre de lui fournir des précisions sur la composition linguistique des directions en question. Il a également recommandé que la connaissance de l'anglais et du français soit exigée des titulaires qui sont appelés à présider des conférences auxquelles participent des représentants anglophones et francophones.

Le ministre a fourni au Commissaire des renseignements relatifs à la composition linguistique des deux directions et l'a informé que tous les postes de chef de division, ainsi qu'un certain nombre d'autres postes dans les deux directions en cause avaient été désignés bilingues. Le Commissaire a exprimé l'avis que ces directions seraient en mesure d'assurer des services au public dans les deux langues officielles si elles prenaient soin de répartir leur personnel bilingue de manière adéquate.

Le Commissaire a noté que le ministre, ayant agréé sa recommandation, fournirait désormais des services d'interprétation simultanée ou prendrait d'autres mesures administratives pour assurer des bilingues au cours des conférences auxquelles participent des délégués franco-phones et anglophones, et où le président en exercice est unilingue.

DOSSIER N° LIEU NATURE DE LA PLAINTE RÉSULTAT

1929	Ottawa	Carte du Canada en anglais seulement.	Non fondée	Mesures correctives
2260	Ottawa	Tiré à part en anglais seulement d'une revue britannique.	Mesures correctives	Mesures correctives
2291	Ottawa	Tampon de caoutchouc unilingue anglais.	Mesures correctives	Mesures correctives
2379	Ottawa	Lettre rédigée en français traduite en anglais, puis à nouveau en français.	Explications	
2493	Ottawa	Divergences entre le texte anglais et le texte français de <i>Manifestation Canada</i> .	Explications	
2771	Ottawa	Service en français insuffisant à la bibliothèque du ministère.	Mesures correctives	Mesures correctives
3192	Ottawa	Erreur d'inscription en français dans un annuaire téléphonique.	Mesures correctives	Mesures correctives
2502	Ottawa	Un employé incapable de parler français répond au téléphone.	Non fondée	
2573	Ottawa	Version française de <i>Commerce Canada</i> accusant plus de trois mois de retard.	Explications	
2649	Ottawa	Lettre en anglais envoyée à un franco-phone.	Mesures correctives	Mesures correctives
3078	Cleveland (É.-U.)	Identification en anglais seulement sur les enveloppes.	Mesures correctives	Mesures correctives

Après enquête, le Commissaire a recommandé ce qui suit au ministre :

- 1) que les membres de la Division des meubles et des industries nexes identifient la division dans les deux langues officielles lorsqu'ils répondent aux appels téléphoniques afin que les services soient offerts aussi bien en français qu'en anglais;
- 2) que les membres anglophones unilingues renvoient automatiquement les appels faits en français à des collègues ayant une bonne connaissance de cette langue tout en disant à l'usager cette phrase très simple en français : « Un instant, s'il vous plaît »;
- 3) que les membres de cette division s'abstiennent de parler en anglais aux francophones étant donné que le service doit être fourni automatiquement dans la langue officielle de l'usager;
- 4) que l'attente soit toujours limitée;
- 5) et enfin, que la composition et la répartition du personnel de cette division soient telles que le service puisse être assuré en tout temps dans les deux langues officielles.

Le ministre a assuré le Commissaire que la Division des meubles et des industries connexes s'efforcera à l'avenir d'offrir en tout temps des services dans les deux langues officielles.

Dossier n° 2084—Exigences linguistiques

Un plaignant anglophone attire l'attention du Commissaire sur les exigences linguistiques de deux concours, l'un relatif à quatre postes à pourvoir à la Direction de la transformation des richesses naturelles et de la construction, et l'autre, à sept postes à la Direction générale de la politique industrielle. Selon le plaignant, bien que la connaissance de l'anglais et du français soit essentielle à l'exercice des fonctions en cause, l'avis de concours, dans chaque cas, n'exigeait que la connaissance de l'anglais.

Le Commissaire a fait remarquer au ministre que la description des fonctions indiquait que dans la plupart des cas, sinon dans tous, le titulaire était tenu de communiquer avec le public et, plus particulièrement, avec le personnel de gestion et de commercialisation, et avec les ingénieurs d'entreprises industrielles. Certains de ces postes exigeaient également que le titulaire assure la liaison avec les gouvernements provinciaux et qu'il préside des conférences.

Le ministre a répondu que c'était à lui, ainsi qu'au Conseil du trésor, que revenait la tâche de définir les exigences linguistiques des divers postes; il a soutenu que les effectifs bilingues de l'organisme étaient suffisants pour assurer au public des services conformes aux exigences de la Loi sur les langues officielles.

mandations faites à la suite des instructions, il a, en pratique, fait très peu d'efforts pour régler les problèmes soulevés. À titre d'exemple, l'édition française de janvier 1974 de *Commerce Canada* a été publiée en mars 1974 seulement; celle de septembre 1974 a paru cinq mois

après l'édition anglaise.

Comme il y a encore loin de la coupe aux lèvres, le Commissaire a l'intention de suivre les progrès de la mise en œuvre de ses propres recommandations et de la politique du ministère, et d'exiger un rapport concret sur les réformes effectuées, sans quoi la politique générale du ministère restera au niveau des bonnes intentions dont, dit-on, l'enfer est pavé. Le Bureau du Commissaire a d'ailleurs entrepris une seconde étude spéciale, portant cette fois-ci sur l'ensemble de l'activité du ministère, autant du point de vue de la langue de communication interne que de la langue de service.

PLAINTES

Dossier n° 2042—Division des meubles et industries connexes

Une francophone du Québec déclare qu'elle n'a pu, le 24 mai 1973, communiquer en français par téléphone avec la Division des meubles et des industries connexes du ministère de l'Industrie et du Commerce à Ottawa. Elle souligne que la réceptionniste lui a répondu en anglais qu'elle n'occupait pas un poste bilingue et que, par conséquent, elle n'était pas obligée de parler français. La plaignante ajoute que la conversation téléphonique s'est terminée brusquement, la réceptionniste n'étant même pas en mesure, selon elle, de prendre son nom et son numéro de téléphone afin qu'on puisse communiquer avec elle en français plus tard.

Le ministère a informé le Commissaire qu'une secrétaire de langue anglaise se rappelait l'incident. Comme la personne à qui l'appel devait être transmis était absente, la secrétaire s'était enquis en anglais de la possibilité de transmettre un message. Sur ce, toujours selon le ministère, la personne à l'autre bout du fil a demandé en anglais pourquoi on ne lui répondait pas en français. Le ministère a souligné que la secrétaire avait cherché à expliquer que même s'il lui arrivait de répondre au téléphone, on lui avait confié un poste unilingue anglais et que c'était en vain qu'elle avait demandé à la personne de lui donner son nom et son numéro de téléphone.

Le ministère a affirmé qu'en temps normal, la division susmentionnée était toujours à même de répondre aux questions du public dans l'une ou l'autre des langues officielles. Enfin, il a souligné au Commissaire qu'il tenait à toujours servir le public dans la langue officielle de son choix.

que peu de la Loi sur les langues officielles. Certes, son industrie dans ce domaine ne justifie pas encore de réjouissances publiques. En effet, si l'acquis du ministre à l'égard des recommandations formulées dans le cadre d'une étude spéciale laisse percevoir une lueur d'espoir encore bien tremblotante, on ne peut en dire autant de la façon dont il s'est déchargé des 16 plaintes mettant en cause les services bilingues fournis au public, en particulier au Canada.

Pourtant, si le ministère pouvait, dans un avenir prochain, faire suivre d'actions concrètes la politique qu'il a énoncée, liquider à vil prix certaines options douteuses (surtout son interprétation de la notion de demande) et capitaliser ses intérêts dans l'étude et l'application de nos recommandations, il lui serait alors possible de commercialiser, à son avantage et à celui des citoyens, l'égalité de statut des langues officielles. C'est en mars 1972 que le Commissaire, à la suite d'une étude spéciale des bureaux du ministère à l'étranger, a formulé 38 recommandations. De ce nombre, 24 seraient en vigueur et quatre autres, portant sur l'affectation des bilingues et sur l'examen des connaissances linguistiques, seraient en voie de réalisation; ce progrès est dû surtout aux efforts du Conseil du trésor et de la Commission de la fonction publique, plutôt qu'à ceux du ministère. Dans huit autres cas (réception téléphonique, publications, imprimés, tampons et aspect visuel), le ministère a en partie seulement répondu aux exigences. Enfin, au sujet de deux recommandations portant sur les communiqués de presse et l'autre sur les affiches publicitaires de l'Office du Tourisme, les arguments du ministère ont paru convaincants, et ses préférences acceptables.

Le bilan qui précède est certes encourageant. Cependant, un examen attentif de la politique du ministère, énoncée dans un dépliant diffusé en septembre 1974, amène deux réserves. En premier lieu, il semblerait souhaitable que les principes généraux établis dans la politique du ministère soient suivis de directives plus précises, de façon que le ministère ait l'assurance que, dans la réalité quotidienne de l'administration, son personnel respecte les exigences de la Loi. En second lieu, pour le groupe de huit recommandations dont il a été question plus haut, il semble bien que le ministère, en introduisant la notion de « demande suffisante » dans l'article 10, paragraphe 2, de la Loi, inter-prête celle-ci d'une manière trop restrictive et s'expose à recevoir des plaintes de la part du public. D'autant plus que l'évaluation de la « demande suffisante » semble être laissée aux fonctionnaires, qui pourront avoir des opinions variables à cet égard.

Le ministère, par ailleurs, n'a pas manifesté un enthousiasme déclinant pour régler les 16 plaintes qui le mettaient en cause. Bien qu'il ait, en principe, accepté sans difficulté les suggestions et les recom-

2043	Régina	Publicité en anglais seulement.	Explications
2135	Ottawa	Le sigle « RCMF » figure sur deux ca- mions.	Mesures correctives
2158	Rockcliffe (Ontario)	Affiches, panneaux et textes unilingues anglais : kiosque du centenaire, Divi- sion « N ».	Explications
2170	Saint- Sauveur (N.-B.)	Un francophone est questionné par un agent unilingue anglais à la suite d'un accident routier.	Explications
2173	Parc national du Cap Breton	Pas de services bilingues dans le parc. Le détachement d'Ingonish ne com- prend aucun agent bilingue.	Mesures correctives
2174	Rockcliffe (Ontario)	Noms de rue seulement en anglais : Division « N ». De plus, la division n'est identifiée qu'en anglais sur un immeuble.	Mesures correctives
2185	Régina	On a fait peu usage du français lors de la journée marquant le centenaire de la GRC.	Explications
2204	Ottawa	Seul le sigle « RCMF » figure dans une liste pour les appels d'urgence dans l'annuaire téléphonique d'Ottawa- Hull (1972).	Mesures correctives
2319	Régina	Mauvaise qualité du français sur des écriteaux et affiches dans le Musée de la GRC.	Mesures correctives
2346	Ottawa	Service téléphonique unilingue anglais un dimanche.	Explications
2370	Ottawa	Un anglophone unilingue ne peut sou- mettre sa candidature comme consta- ble spécial.	Explications
2559,2566, 2592,2615	Ottawa	Absence de commentaires en français lors du concert de la GRC: Centre national des arts.	Explications
2886	Montréal	Livre du Centenaire de la GRC dispo- nible uniquement en anglais.	Non fondée
2936	Ottawa	Gendarmerie anglophone unilingue à l'édifice Lester B. Pearson	Non fondée
3160	Montréal	Service en anglais seulement d'un agent.	Non fondée

INDUSTRIE ET COMMERCE—« Le petit commerce »

APPRÉCIATION

Après une assez longue rumination des profits et pertes de l'entre-
prise linguistique, ce ministère semble maintenant se préoccuper quel-

Un député demande au Commissaire de faire enquête au sujet d'une plainte qu'il a reçue d'un anglophone dont la demande d'emploi comme gendarme spécial à l'aéroport d'Ottawa a été rejetée par la GRC. Le plaignant déclare s'être présenté à trois examens, mais il pense avoir échoué au test de français qui consistait à traduire en anglais un passage d'un livre. Il a dit aux agents de dotation de la GRC qu'il consentirait à suivre les cours voulus pour pouvoir exercer les fonctions du poste en question.

La GRC a informé le Commissaire que la demande du plaignant avait été étudiée en même temps que plusieurs autres selon les méthodes de sélection en cours à la division d'Ottawa, mais qu'un certain nombre de candidatures, dont celle du plaignant, avaient dû être rejetées.

Le commissaire de la GRC a informé le Commissaire aux langues officielles qu'aucune discrimination n'avait été pratiquée à l'égard du plaignant et que ses aptitudes linguistiques n'avaient joué d'aucune façon dans la décision prise. Il a été souligné, en outre, que la GRC assure une formation linguistique, au besoin, aux gendarmes spéciaux affectés à l'aéroport.

La GRC s'est déclarée consciente de la responsabilité qu'elle a à assurer des services de haute qualité en prenant soin de n'engager que les candidats les plus qualifiés. Ses décisions sont prises en tenant compte des meilleurs intérêts de la Gendarmerie et des candidats. En guise de conclusion, le commissaire de la GRC a déclaré que la demande du plaignant avait été étudiée par des agents de dotation qualifiés qui n'ont pas jugé opportun de retenir ses services.

Le Commissaire a fait part au député de la réponse de la GRC, en soulignant que la demande du plaignant lui semblait avoir été étudiée avec soin et n'avoir été rejetée qu'après une étude sérieuse, non pas à cause des lacunes linguistiques du candidat, mais parce qu'il ne répondait pas aux normes de recrutement de la Gendarmerie.

DOSSIER N° LIEU NATURE DE LA PLAINTES RÉSULTAT

1880	Ottawa	Une société culturelle francophone reçoit un reçu rédigé en anglais.	Explications
1944	Parc Gatineau	Des agents anglophones unilingues se- raient affectés à la patrouille routière du parc.	Mesures correctives
1991	Sudbury	Affiches en anglais seulement.	Mesures correctives
2018	Ottawa	Epaulettes unilingues anglaises des cons- tables à la Colline parlementaire.	Mesures correctives

des unités de langue française de la Gendarmerie et à ceux de la Direction générale. Le Commissaire a estimé cependant que les membres francophones pourraient douter de la volonté de la GRC d'appliquer le bilinguisme, si les documents administratifs publiés au départ dans les deux langues officielles par la Direction générale de la GRC étaient par la suite diffusés en anglais seulement, la traduction française se faisant attendre plusieurs semaines, ou ne parvenant pas aux intéressés.

Toujours selon le Commissaire, un moyen d'augmenter la crédibilité à l'égard des intentions de la Gendarmerie serait d'adopter sans plus tarder conformément au 8^e objectif¹ de la circulaire n° 1971-21, publiée par le Conseil du trésor le 9 mars 1971, une politique prévoyant la publication simultanée, dans les deux langues officielles, des documents qui reflètent le plus fidèlement le caractère de la Gendarmerie. Le Commissaire a présumé que des documents de base comme les Ordres permanents et les Ordres généraux appartenaient à cette classe de documents.

Par ailleurs, la revue *Quarterly* qui répondait à un besoin d'information à la fois au sein de la Gendarmerie, et à l'extérieur devait être bilingue également et comporter dans la langue seconde l'éditorial ainsi qu'un bref résumé de chaque article, ce qui entraînerait sans doute une augmentation du nombre d'articles rédigés par des collaborateurs francophones.

La GRC a répondu qu'en raison de la surcharge de ses services de traduction et de la révision de ses directives administratives, elle se trouvait encore dans l'impossibilité de publier tous ses documents administratifs simultanément dans les deux langues officielles. Toutefois, elle s'efforçait de surmonter ces difficultés, et des progrès avaient été marqués en ce qui concerne la publication simultanée des documents administratifs.

Le Commissaire aux langues officielles a déclaré à la GRC que cet aspect de la langue de travail serait considéré par son équipe des études spéciales chargée d'étudier l'application de la Loi sur les langues officielles à la Gendarmerie royale du Canada (voir le compte rendu de cette étude plus haut).

La GRC a ajouté que la recommandation relative à sa revue *Quarterly* était à l'étude. Par la suite, elle a informé le Commissaire aux langues officielles que le comité de rédaction de la revue avait décidé d'en faire progressivement une revue bilingue, à compter du numéro de juillet 1974.

1. « Assurer l'établissement dans les deux langues officielles de toutes les communications internes d'intérêt général pour les fonctionnaires ou de diffusion générale dans les ministères et départements et organismes du gouvernement. »

La GRC a affirmé qu'elle avait l'intention bien arrêtée de publier dans les deux langues officielles les modifications apportées au nouveau manuel d'administration; cependant, d'autres priorités et une surcharge de ses services de traduction avaient occasionné de longs retards au cours desquels les directives approuvées avaient dû être révisées en raison de changements de principes et de méthodes, mettant ainsi en branle un autre cycle de rédaction, d'approbation, de traduction, et ainsi de suite.

Afin de limiter les inconvénients et de veiller à ce que les membres soient tenus au fait des nouvelles directives administratives, des questions urgentes, etc., il avait parfois été nécessaire, à titre provisoire, de publier certains textes en anglais d'abord, la version française étant diffusée une fois la traduction achevée.

La question de publier une version bilingue des Ordres généraux avait été étudiée à diverses reprises depuis 1967. Cette publication hebdomadaire interne, de caractère confidentiel, traitait principalement de nominations, engagements, réengagements, promotions et licenciements; et elle n'avait d'intérêt que pour les membres de la Gendarmerie. C'est pourquoi la priorité avait été accordée à la publication bilingue des formulaires et des manuels portant sur les opérations, la publication des Ordres généraux dans les deux langues officielles étant reportée à une période ultérieure à déterminer en fonction des facteurs temps et ressources.

La revue *Quarterly* de la GRC constituait un cas à part, puisque les fonds nécessaires à sa publication ne provenaient pas des deniers publics, et qu'il ne s'agissait pas d'une publication officielle de la Gendarmerie. Celle-ci ne fournissait d'ailleurs qu'un personnel peu nombreux et des locaux, la revue comptant, pour ses autres frais, sur les abonnements et les annonces. La revue publiait parfois des articles en langue française et on prévoyait qu'il en serait ainsi aussi longtemps que les collaborateurs enverraient des articles pouvant intéresser les abonnés.

Enfin, selon la Gendarmerie, le défaut de publier les manuels de régie interne et le matériel de formation simultanément dans les deux langues officielles était provisoire, et l'écart entre la date de publication des deux versions irait en s'amenuisant puisque la révision du manuel d'administration touchait à sa fin.

Le Commissaire aux langues officielles a reconnu que l'implantation du bilinguisme à la GRC imposait une surcharge à ses services de traduction et qu'il était indispensable de traduire d'abord les manuels de régie interne et les autres documents répondant aux besoins

teur des parcs et des loisirs de la municipalité de Moncton. D'après le plaignant, la GRC aurait organisé la présentation, la municipalité ayant loué les locaux. A son avis, si la GRC était en mesure de présenter l'un des trois spectacles en français, elle aurait dû le faire.

La GRC avait informé le commanditaire de Moncton qu'elle était disposée à présenter la Revue du centenaire dans l'une des langues officielles ou dans les deux; elle soutenait que c'était au commanditaire que revenait le soin de déterminer la langue à employer, comme d'ailleurs le prix d'admission et les heures de présentation. Bref, le promoteur assumant la responsabilité financière de l'affaire, les modalités du spectacle avaient été en grande partie laissées à sa discrétion.

Le Commissaire a répondu à la GRC que le souci dont elle avait fait preuve envers le commanditaire était compréhensible, mais il a recommandé qu'à l'avenir, ce soit elle qui détermine la langue ou les langues de présentation de ses spectacles. Le Commissaire a rappelé à la GRC qu'en vertu de la Loi sur les langues officielles, elle avait « le devoir de veiller, dans la mesure où il lui est possible de le faire, à ce que le public, dans les endroits où il y a de sa part demande immédiate, puisse communiquer avec lui et obtenir ses services dans les deux langues officielles ».

Comme les présentations de la Revue du centenaire touchaient alors à leur fin, la GRC a fait connaître ses intentions quant à la présentation de spectacles semblables à l'avenir. Dans tous les centres où il existait une minorité parlant la langue seconde, si le promoteur n'avait pas prévu de présentation bilingue, ou s'il l'avait refusée, la GRC chercherait à le persuader de revenir sur sa décision.

Dossier n° 2160—Publications en anglais

Un francophone rapporte qu'au début de l'année 1973, la GRC a publié un manuel d'administration dans les deux langues officielles. Or, depuis mars 1973, les bulletins de modification émanant du quartier général de la GRC ne sont publiés qu'en anglais. Les modifications étant également destinées aux unités de langue française de la Gendarmerie, le plaignant considère comme rétrograde la décision de les distribuer aux quartiers généraux divisionnaires dans la langue de Shakespeare. Il signale en outre, que les Ordres généraux de la Gendarmerie ainsi que la revue *Quarterly* de la GRC sont encore publiés uniquement en anglais.

La GRC a d'abord fait valoir que le style et la présentation de son matériel de formation étaient en voie de remaniement et que la période de transition coïncidait avec la mise en œuvre de son programme de bilinguisme. La Gendarmerie avait adopté une présentation bilingue pour ses publications, mais compte tenu du grand nombre de

Un francophone attire l'attention du Commissaire sur un rapport publié dans *l'Évangéline*, voulant que la GRC ait présenté sa Revue du centenaire à Moncton, en anglais seulement, à la demande du direc-

Dossier n° 2115—Revue du centenaire à Moncton

de commerce.

La Gendarmerie a alors répondu qu'elle avisait en conséquence les dirigeants du club, mais qu'elle jugeait peu probable l'éventualité d'accorder de nouvelles autorisations en vertu de la Loi sur les marques de commerce.

La Gendarmerie a alors répondu qu'elle avisait en conséquence les langues officielles. Elle n'accorde ce droit que sous réserve d'utiliser le nom dans les deux que chaque fois que la Gendarmerie autoriserait l'usage de son nom autorisée par l'institution concernée, le Commissaire a recommandé et « GRC » et qui stipule que toute utilisation de ces sigles doit être sur les marques de commerce régissant l'utilisation des sigles « RCMP » A la lumière des dispositions de l'article 9 de la Loi canadienne du club.

Elle a toutefois accepté de porter le cas à la connaissance des dirigeants était située l'affiche en question relevait exclusivement de ce club. Curling Club » était un club sportif privé et que le terrain sur lequel La Gendarmerie royale du Canada a répondu que le « RCMP

glaise suivante : « RCMP Curling Club ». rent et du chemin Sandridge, à Ottawa, figure l'affiche unilingue an-

Un francophone se plaint qu'à l'intersection du boulevard St-Lau-

Dossier n° 2108—Curling

l'inciter à accroître le nombre de postes bilingues. et sur le fonctionnement de la patrouille routière dans la région pour de la demande de services dans les deux langues officielles à Moncton Le Commissaire a attiré l'attention de la GRC sur l'importance

d'autres régions également prioritaires. GRC a précisé qu'elle avait à faire face à des problèmes similaires dans membres bilingues. Tout en reconnaissant qu'un plus grand nombre de personnes bilingues pourrait être utilement employé à Moncton, la langues officielles dans la région de Moncton, la GRC y a mué un autre Conformément à sa politique de servir le public dans les deux

Loi sur les langues officielles. services dans les deux langues, comme le veut l'article 10 (1) de la plus rapidement possible afin d'assurer en tout temps aux voyageurs des semblait insuffisant et il a recommandé à la GRC de l'augmenter le membres bilingues en service à la patrouille routière de Moncton Le Commissaire a également précisé qu'à son avis le nombre de

Le Commissaire a signalé à la GRC que le public n'est pas tenu de demander d'être servi dans la langue de son choix et que le simple fait d'employer l'une ou l'autre langue officielle constitue en soi une demande implicite d'être servi dans cette langue.

La GRC a expliqué que sa patrouille routière à Moncton comprenait dix membres dont deux bilingues et deux ayant une connaissance pratique du français. Bien que la GRC ait regretté que le plaignant n'ait pas pu obtenir immédiatement de services en français, elle a affirmé que ceci aurait pu être fait sans délai si le plaignant en avait fait la demande. Enfin, la GRC a précisé que le problème de l'accroissement de ses effectifs bilingues faisait l'objet d'une étude constante.

Un francophone de la Nouvelle-Écosse se plaint de s'être fait arrêter par un membre unilingue anglais de la Gendarmerie royale du Canada sur la route n° 2 à une vingtaine de miles de Moncton, au Nouveau-Brunswick. Bien que l'agent ait dit regretter de ne pouvoir s'exprimer en français, le plaignant a déploré le fait que le service ne soit pas assuré dans les deux langues officielles surtout dans une région bilingue comme celle de Moncton.

Dossier n° 1953—Près de Moncton

La GRC a subéquemment informé le Commissaire que les membres des sections concernées de son Service de sécurité, à Montréal, avaient reçu instruction plus tôt en 1973 de soumettre leurs rapports dans la langue officielle de leur choix. Cette politique avait été rendue possible parce que le Service de sécurité avait réussi à recruter un certain nombre de membres bilingues et par l'adoption au sein du Service d'un programme d'échange de personnel en vertu duquel des membres bilingues de la GRC en poste à Montréal étaient mutés à Ottawa et remplacés par des anglophones ayant une certaine connaissance du français. Au cours de leur stage au Québec ces gendarmes pouvaient améliorer leur langue seconde et permettre, à leur retour aux quartiers généraux, d'accroître l'effectif bilingue du Service de sécurité.

GRC adjoignait deux ou trois traducteurs à la section concernée au ports en français ou en anglais indifféremment. Dans les sections concernées du Service de sécurité, de rédiger des rapports en français ou en anglais indifféremment. Enfin, le Commissaire aux langues officielles a indiqué qu'il serait heureux de savoir vers la fin de septembre 1973 s'il était possible, dans les sections concernées du Service de sécurité, de rédiger des rap-

Dossier n° 1753—La langue de travail à Montréal

d'une ou de l'autre langue officielle variait de jour en jour, selon les voyageurs, et même d'heure en heure, ce qui exigeait des commissions naires qu'ils se fient à leur bon jugement quant à la préséance à accorder à l'anglais ou au français, selon le cas.

Le Commissaire aux langues officielles a informé le Commissaire de la GRC qu'il avait soigneusement examiné les motifs invoqués pour ne pas adopter ses recommandations, et qu'il se voyait dans l'obligation de les exposer en détail dans son rapport au Parlement.

Des correspondants signalent au Commissaire que dans certaines sections du Service de sécurité à la Division « C » de la GRC à Montréal les rapports peuvent être soumis depuis quelques années à la Direction centrale dans l'une ou l'autre langue officielle, au choix de leurs auteurs, mais que dans d'autres sections les membres de ce même Service doivent toujours les rédiger en anglais.

La GRC a informé le Commissaire qu'elle s'efforçait d'en arriver à ce que tous ses agents soumettent leurs rapports dans la langue officielle de leur choix. Toutefois, selon la GRC, cet objectif ne pouvait être atteint au détriment du rendement opérationnel. Le Service de sécurité accomplissait un rôle spécialisé qui ne permettait pas l'affectation de personnel inexpérimenté à des postes clés et il importait de n'effectuer que graduellement les changements de personnel. Ceci expliquerait, toujours selon la GRC, pourquoi l'instauration de sa politique linguistique concernant la rédaction des rapports dans les deux langues officielles au sein du Service de sécurité prenait plus de temps que les changements apportés à d'autres secteurs fonctionnels.

Le Commissaire de la GRC a également souligné qu'il était très conscient de la nécessité d'implanter un programme de bilinguisme au sein du Service de sécurité comme ailleurs. À cette fin, la GRC prévoyait de muter, durant l'été 1973, des agents bilingues des bureaux de l'extérieur au quartier général du Service de sécurité à Ottawa, après quoi la GRC espérait permettre aux sections concernées de soumettre leurs rapports en français et en anglais. Enfin, le Commissaire de la GRC a de nouveau rappelé que la rédaction de rapports en français ne pouvait se réaliser au détriment de l'efficacité opérationnelle.

Dans sa réponse à la GRC, le Commissaire a reconnu la nature spécialisée des fonctions du Service de sécurité. Il souhaitait vivement que les employés fédéraux francophones ainsi que les membres de la GRC au Québec, aient le droit de travailler en français. Ceci accroîtrait le rendement des membres francophones de la GRC et, de ce fait, contribuerait à l'efficacité opérationnelle et au bilinguisme institutionnel. Il a ajouté que le problème pourrait peut-être être résolu si la

naient pas les renseignements. Le plaignant, estime qu'à l'Aéroport international de Dorval, la langue française devrait être prioritaire.

La Gendarmerie a répondu que tous les commissionnaires à l'Aéroport international de Dorval étaient bilingues, en ce sens qu'ils pouvaient se faire comprendre dans les deux langues officielles, et qu'ils étaient conscients de l'obligation que leur fait la Loi sur les langues officielles de servir le public en français comme en anglais.

Le Commissaire a alors demandé qu'on lui communique copie des directives explicitant les responsabilités des commissionnaires aux termes de la Loi sur les langues officielles. La GRC a répondu qu'elle n'avait pas donné de directives écrites aux commissionnaires sur l'emploi des deux langues officielles en raison surtout de la difficulté d'établir avec certitude, de prime abord, la langue de la personne à qui le commissionnaire s'adresse. Ainsi, s'il parle d'abord français, l'anglophone risque de ne pas comprendre, et vice versa.

Le silence est d'or, a répondu le Commissaire, mais il est difficilement concevable qu'un commissionnaire, à l'Aéroport international de Dorval, attende, pour parler, qu'on lui ait adressé la parole. Si tel était le cas, dans quelles circonstances le commissionnaire en cause a-t-il pu dire « This way please », comme l'a rapporté le plaignant ? Le Commissaire a ajouté que ses rapports avec les institutions gouvernementales lui avaient permis de constater qu'à moins de s'appuyer sur des directives écrites, claires et précises, les instructions données verbalement risquaient d'être mal interprétées et d'entraîner un manque involontaire à se conformer à la lettre et à l'esprit de la Loi sur les langues officielles, ainsi qu'à l'intention du législateur. Le Commissaire a donc recommandé :

1) qu'à l'Aéroport international de Dorval et dans les autres aéroports situés au Québec, les commissionnaires donnent d'abord le renseignement en français : « Par ici, s'il vous plaît », suivi de l'anglais : « This way please » ;

2) qu'aux aéroports situés dans les autres provinces, les commissionnaires donnent le renseignement en anglais d'abord, suivi de la version française.

Tout en remerciant le Commissaire aux langues officielles des efforts déployés en vue d'aider son organisme à se conformer aux exigences de la Loi sur les langues officielles, le Commissaire de la GRC a déclaré que les recommandations ne seraient pas appliquées, car il avait été constaté qu'il était préférable, en la matière, de laisser aux commissionnaires le soin de décider quelle langue officielle employer d'abord en communiquant avec le public. Comme il s'agissait de Dorval, c'est-à-dire d'un aéroport international, la fréquence d'emploi

d'un personnel capable de traiter les communications internes de la gendarmerie, tant verbales qu'écrites, dans les deux langues officielles, de sorte que la communication au sein de ces divisions et entre elles puisse se faire dans l'une ou l'autre des langues officielles;

(26) d'informer par écrit, le 30 septembre 1976 ou avant si possible, les membres de la Direction générale, des divisions « C », « J », « A » et « N » et du centre de formation

(a) que les membres de ces divisions peuvent communiquer, oralement et par écrit, avec leurs quartiers généraux divisionnaires et sous-divisions respectifs dans la langue officielle de leur choix; et que,

(b) une fois établie la préférence du membre pour une langue de communication interne, son quartier général s'efforce désormais, dans toute la mesure du possible, de communiquer avec lui, verbalement et par écrit, dans cette langue;

(27) d'atteindre, le 30 septembre 1975 ou plus tôt, le niveau nécessaire de bilinguisme institutionnel à la Direction générale, aux divisions « J », « A » et « N » afin d'assurer tous ses services au public dans les deux langues officielles;

(28) d'informer le public que ses services sont disponibles dans les deux langues officielles une fois que le niveau requis de bilinguisme institutionnel aura été atteint dans les divisions mentionnées à la recommandation 27;

(29) d'atteindre, le 31 décembre 1976 ou plus tôt, le niveau nécessaire de bilinguisme institutionnel parmi son personnel sur le terrain servant une minorité locale de langue officielle et les voyageurs dans toutes les parties du Canada non servies par les divisions nommées dans la recommandation 27;

(30) de s'assurer, d'ici le 31 décembre 1974, que partout au Canada et ailleurs tous les écriteaux, inscriptions et signes de désignation, de direction et d'information ainsi que les publications et les formules employées dans les rapports avec le public, les annuaires téléphoniques et toutes les autres manifestations écrites et visuelles de la gendarmerie soient bilingues: de s'assurer du respect de l'égalité de statut des deux langues officielles dans ce qui précède et dans les étalages de tous genres.

PLAINTES

Dossier n° 1708—Un agent de sécurité à Dorval

Un francophone prétend qu'un agent de sécurité appartenant au Corps canadien des commissionnaires a persisté à orienter les passagers en anglais, à l'Aéroport international de Dorval, disant « This way please », même après qu'on lui eut demandé de donner les indications en français. Le plaignant déclare, en outre, que d'autres gardes, qui étaient bilingues, s'adressaient aux passagers en anglais d'abord, ne parlant français qu'après avoir constaté que les passagers ne compre-

(17) d'incorporer dorénavant au programme de formation de base des membres réguliers et spéciaux une formation pratique traitant de la Loi sur les langues officielles afin que toutes les recrues connaissent son importance et les moyens de s'y conformer;

(18) de s'assurer que dorénavant ses films, son matériel d'information et d'enseignement, ses ouvrages de référence et sa documentation soient disponibles dans les deux langues officielles;

(19) de prendre des mesures pour s'assurer que les services dispensés aux recrues par les conseillers professionnels et personnels ainsi que par le bureau du personnel et les employés en contact direct avec les recrues soient dispensés dans les deux langues et que plus de matériel écrit et audio-visuel comme journaux, revues, livres de bibliothèque, films, etc. soient disponibles aussi en français afin de créer une atmosphère plus favorable à l'utilisation des deux langues officielles au centre de formation;

(20) de s'assurer que, le 31 décembre 1974 ou plus tôt, la Direction générale et la division « J » commencent à offrir dans les deux langues officielles les cours de formation et de perfectionnement qu'elles donnent aux membres réguliers, spéciaux et supérieurs ou arrangent à leur intention; de s'assurer que les divisions « A » et « N » continuent à fournir des cours dans les deux langues et offrent graduellement dans les deux langues tous les cours;

(21) de poursuivre et de réaliser son projet d'offrir dans les deux langues officielles tous les cours donnés par le Collège canadien de police et de rendre disponibles dans les deux langues officielles toutes les ressources matérielles du Collège et tous les services assurés par sa bibliothèque de même que les services dispensés par son personnel d'enseignement et de soutien;

(22) d'accélérer la traduction de tous les manuels de travail de base, de tous les formulaires, de tous les instruments de travail indispensables, ainsi que du matériel écrit employé dans les cours de formation, et de s'assurer désormais que toutes les notes de service, directives administratives et tout autre matériel émanant de la Direction générale à Ottawa et destinés à être distribués au grand public ou à tous les membres de la gendarmerie soient publiés en éditions bilingues;

(23) de s'assurer, en conformité avec sa propre déclaration de principe concernant la traduction, que la correspondance générale et les autres documents non compris dans la recommandation 22 ne soient pas traduits systématiquement mais seulement lorsqu'on en a besoin aux fins opérationnelles;

(24) de songer sérieusement à poster un traducteur-réviseur au centre de formation à Regina, Saskatchewan, et de poursuivre ses efforts en vue d'embaucher un traducteur pour le quartier général sous divisionnaire de Moncton au Nouveau-Brunswick;

(25) de réaliser un bilinguisme institutionnel dans l'ensemble du pays et de réaliser pour le 30 septembre 1976, ou avant si possible, un bilinguisme institutionnel au sein, à titre prioritaire, de la Direction générale et des quartiers généraux divisionnaires et sous-divisionnaires des divisions « C », « J », « A » et « N » et du centre de formation en dotant ces services

(8) de s'assurer que le Bureau de vérification des opérations inclue désormais dans ses fonctions une évaluation de l'application de la Loi sur les langues officielles dans les analyses de gestion qu'il exécute;

(9) de prendre immédiatement des mesures pour améliorer ses méthodes de recrutement, surtout au Nouveau-Brunswick, au Québec, en Ontario, au Manitoba et dans les autres parties du Canada où la population se compose de deux groupes de langues officielles, en

(a) s'efforçant d'attirer à la gendarmerie un nombre accru de candidats connaissant les deux langues officielles ou parlant la langue de la minorité ne bénéficiant pas pleinement des services de la GRC;

(b) se servant plus systématiquement, pour la publicité, de la presse, radio et télévision de langue minoritaire;

(c) réévaluant au niveau des détachements la capacité de recrutement et en assurant au besoin une formation pratique en techniques de recrutement;

(d) augmentant, où il y a lieu, le nombre d'agents recruteurs possédant les aptitudes linguistiques voulues; et en

(e) réexaminant les tests que subissent les candidats et en prenant les décisions appropriées;

(10) de faire subir dorénavant des tests de connaissance et d'aptitude linguistique aux recrues au stade opportun du début du processus de formation, de façon à dépister à un stade précoce ceux qui semblent les plus aptes à acquérir, grâce à une formation linguistique ultérieure, le niveau de bilinguisme requis d'un agent remplissant des fonctions dans les deux langues officielles;

(11) d'assurer au plus grand nombre possible de recrues déployées selon la recommandation 10 une formation linguistique aussitôt que possible après leur engagement;

(12) de fournir aux recrues recevant une formation linguistique en qualité de membres des troupes bilingues d'agents réguliers ou spéciaux des notes ou résumés bilingues de cours et des glossaires bilingues relatifs au travail de la GRC;

(13) de continuer à offrir à ses membres, conformément à ses efforts visant à accroître le nombre de membres bilingues, des occasions de suivre des cours de langue seconde;

(14) de fournir, sans l'imposer, une formation linguistique corrective à ses membres francophones qui, après avoir travaillé et vécu dans un milieu d'expression anglaise, n'ont plus confiance en leur aptitude à travailler en français;

(15) vu le succès de son Programme expérimental de troupes bilingues pour la formation de base, de poursuivre ce programme et d'augmenter le nombre de troupes participantes proportionnellement à l'expansion de la gendarmerie;

(16) de former des troupes d'agents réguliers et spéciaux qui recevraient leur instruction de base en français afin d'assurer l'égalité linguistique aux recrues francophones et, en même temps, d'offrir aux recrues anglophones bilingues, à titre volontaire, une occasion d'améliorer leur français;

un aspect à améliorer, surtout dans le cas des brochures et dépliants destinés à renseigner le public : présenter une seule version bilingue de certains documents, afin de parer au problème de diffusion que posent deux versions unilingues distinctes.

En conclusion, il faut constater que si la Gendarmerie a pris, dans plusieurs domaines, des mesures propres à assurer le respect de la Loi, il existe encore nombre de lacunes ou tout au moins de faiblesses qui exigent une attention active et soutenue de la part de l'organisme. Afin d'aider ce dernier à apporter les correctifs nécessaires, le Commissaire a recommandé :

(1) d'entreprendre immédiatement la révision de sa déclaration de principe intitulée *Bilingualism within the Force (Official Languages)*, s'assurant que le contenu reflète exactement et complètement la lettre et l'esprit de la Loi sur les langues officielles et l'intention du législateur;

(2) d'assortir cette déclaration d'un programme indiquant les échéances et désignant les organes responsables de chaque activité;

(3) d'employer, à titre de guide général mais sans nécessairement s'y limiter, les observations, suggestions et recommandations contenues dans le présent rapport d'étude pour effectuer la révision de sa déclaration de principe relative aux langues officielles et de les intégrer, au besoin, dans le programme d'application;

(4) de distribuer, sous une forme bilingue, cette déclaration de principe révisée concernant les langues officielles à tous les membres (réguliers, spéciaux, civils, fonctionnaires, etc.) et aux recrues en période de formation;

(5) de s'assurer que l'application des présentes recommandations ne menace ni la sécurité d'emploi, ni les occasions d'avancement de son personnel et comprenne au besoin des consultations avec des représentants appropriés du personnel;

(6) de mettre au point et de réaliser à l'intention du personnel un vaste programme d'information visant à familiariser tous les membres (réguliers, spéciaux, civils, fonctionnaires, etc.) avec les objectifs qu'avec les moyens linguistiques et l'intention du législateur ainsi qu'avec les moyens pratiques de se conformer à cette Loi; de vérifier si ses règlements permettent à son personnel (toutes les catégories) de communiquer directement avec le Commissaire aux langues officielles pour les questions relevant de la Loi sur les langues officielles et de lever, s'il y a lieu, l'interdiction;

(7) de s'assurer que le coordonnateur des exigences linguistiques ou le conseiller en bilinguisme prenne désormais toutes les mesures appropriées comme faire régulièrement des tournées, enquêtes et évaluations afin de surveiller et contrôler l'application de la Loi sur les langues officielles et de la politique de bilinguisme de la GRC à tous les niveaux de la gendar-

langue de son choix, mais au moment de l'étude, tout rapport soumis aux quartiers généraux devait obligatoirement être rédigé en anglais. A la Division du Québec, où 577 des 953 membres étaient bilingues, le français est utilisé pour les communications internes et dans la rédaction de rapports. On se sert généralement de la même langue pour communiquer avec la Direction générale, même si celle-ci ne s'adresse en français à la Division « C » que dans une proportion d'environ 10 %, ce qui signifie que bulletins et directives ne sont trop souvent diffusés qu'en anglais.

Dans le domaine de la traduction, le nombre de mots traduits, de 3 400 000 qu'il était en 1973-1974, passera à 5 000 000 en 1974-1975. Environ le quart de la traduction se fait en anglais, situation due au fait que la correspondance, qui provient surtout de la Division « C » du Québec, doit être traduite à l'intention des unilingues anglophones. Pour ce qui est des services au public, l'étude a révélé que la plupart des divisions étaient incapables d'assurer leurs services dans les deux langues, notamment qu'on ne répondait pas systématiquement au téléphone dans les deux langues officielles et que le personnel bilingue était insuffisant dans la plupart des services pour communiquer avec le public dans les deux langues officielles. En outre, dans les aéroports, dans les parcs nationaux, aux postes frontières et sur les autoroutes, on était très souvent dans l'impossibilité d'offrir des services aux voyageurs dans l'une et l'autre langue officielle.

Certes, il y avait des exceptions; par exemple la Division « C » du Québec, où tous les services au public seraient assurés dans les deux langues. Ou encore les trois divisions de la région de la Capitale nationale, où l'augmentation du personnel bilingue avait permis d'améliorer quelque peu la situation dans les patrouilles motorisées, les services de garde et certains postes importants exigeant des contacts avec le public.

Cependant, le niveau de bilinguisme institutionnel restait souvent insuffisant dans la majorité des provinces. Ainsi en était-il du Nouveau-Brunswick où les quartiers généraux et un grand nombre de détachements ne pouvaient assurer les services dans les deux langues. Il y aurait toutefois une exception notable, le nord-est et le nord-ouest de la province, où la Gendarmerie serait dorénavant en mesure de transiger avec le public dans les deux langues officielles.

Enfin, la Gendarmerie a fait des progrès remarquables dans le domaine du bilinguisme visuel (signalisation, inscriptions sur les voitures, annuaires téléphoniques, publications, formulaires—que le personnel devra désormais compléter dans la langue appropriée—brochures, dépliants et autres imprimés). A certaines exceptions près, tout ce matériel visuel était déjà bilingue ou en voie de le devenir. Il restait encore

la troupe passe à Regina six mois pour y recevoir une formation de base dans les deux langues officielles. Les membres sont ensuite affectés à des unités dans des milieux où se parle leur langue seconde pendant 18 mois ou jusqu'à ce qu'ils atteignent le niveau supérieur de formation linguistique, selon les normes de la Commission de la fonction publique.

Si le Programme des troupes bilingues a permis de donner progressivement au français et à l'anglais une place comparable pendant les cours de formation, il reste que les activités parascolaires se déroulent encore uniquement en anglais. De plus, l'ambiance créée par la situation géographique du Centre de formation nuit aux anglophones qui veulent utiliser le français. On pourrait améliorer l'atmosphère au Centre en augmentant le niveau de bilinguisme du personnel permanent et en mettant à la disposition des stagiaires un choix judicieux de journaux, revues, disques, films et ouvrages de référence.

Le Collège canadien de police de Rockcliffe donnait, quant à lui, quelques-uns de ses cours les plus importants dans les deux langues et projetait d'offrir à ses étudiants un service d'interprétation et une bibliothèque dotée d'ouvrages dans les deux langues. Il restait cependant des améliorations à apporter pour que le Collège puisse répondre à toutes les exigences de la Loi.

Enfin, pour ce qui est de l'ensemble des membres réguliers, l'étude a révélé qu'il y aurait lieu d'augmenter considérablement l'usage du français dans les cours de formation donnés dans les diverses divisions à travers le pays, d'accroître le nombre d'étudiants en formation linguistique et d'apporter une aide particulière aux membres francophones qui, après avoir travaillé des années en anglais, ont besoin d'un recyclage dans leur langue maternelle.

Afin d'améliorer son réseau de communications internes, la Gendarmerie a fait des efforts considérables, surtout au cours des deux dernières années, pour diffuser dans les deux langues ses directives administratives, ses formulaires et plusieurs autres documents d'usage interne, notamment son *Manuel des opérations*, dont une bonne partie existe en français. La Gendarmerie comprend vingt-deux unités de langue française (2 à la Direction générale, 2 à la Division « A » d'Ottawa et 18 à la Division « C » de (Québec), qui représentent environ 150 personnes sur un effectif total de plus de 15 000 employés. Néanmoins, exception faite de la Division du Québec, la langue de travail à la Gendarmerie est l'anglais. Ainsi, au Nouveau-Brunswick, où 59 des 419 employés étaient bilingues, on exige l'usage de l'anglais aux quartiers généraux; dans les détachements entièrement ou partiellement francophones, on peut préparer des rapports internes dans la

plus généralement, le manque de planification systématique et d'échan-

Les campagnes de publicité lancées par la Gendarmerie ces dernières années recouraient aux principaux quotidiens français et anglais du pays, des revues spécialisées, et plus rarement à la radio, à la télévision et aux hebdomadaires. Outre les brochures et affiches, on établissait des contacts directs avec le public, par exemple dans le cadre du travail de prévention. Pour remplir les cadres, on décida même, en 1974, de recruter des femmes célibataires et des hommes mariés comme membres réguliers. L'un des buts de cette campagne était de remédier à la pénurie de membres francophones ou bilingues.

En dépit de cette activité, le pourcentage des effectifs bilingues, par rapport à l'ensemble, a diminué entre 1971 et 1974, passant de 10,6 % à 9,3 %. Une des causes principales de ce recul était l'inexistence d'objectifs et d'un plan d'action définis. Par exemple, pour rejoindre les groupes minoritaires francophones, il aurait fallu faire un meilleur usage de la radio, de la télévision et des journaux hebdomadaires, mieux distribuer le matériel publicitaire, utiliser, pour les contacts directs avec la population, les services de membres francophones bien formés et, enfin, se servir de tests de connaissances et d'aptitudes mieux assortis au milieu culturel des candidats francophones.

A cette difficulté au niveau du recrutement s'ajoutait le fait que les premières données (janvier 1974) sur le recensement des exigences linguistiques des postes indiquaient que certaines sections comptaient trop peu de bilingues ou d'unilingues des deux langues pour offrir des services dans les deux langues.

La Gendarmerie assure la formation des recrues au Centre de formation de Regina. Les stagiaires peuvent y subir les examens dans la langue de leur choix; en règle générale, ils ont aussi accès à des textes et manuels dans les deux langues. Cependant, excepté les cours offerts aux stagiaires inscrits au Programme de troupes bilingues, et bien que des explications complémentaires puissent être fournies en français, tous les cours se donnent en anglais seulement. Aucun cours ne porte sur les dispositions de la Loi sur les langues officielles, malgré l'incompréhension manifestée par l'organisme au regard d'elle et des moyens à prendre pour s'y conformer.

Le Programme des troupes bilingues a pour but d'assurer aux recrues une formation bilingue et, à la fin du stage, une connaissance suffisante de leur seconde langue officielle.

Composée de 32 membres volontaires, la troupe bilingue compte 16 anglophones et 16 francophones. Après un stage de trois ou quatre mois à l'École de langues de la Commission de la fonction publique,

Au cours des dernières années, la Gendarmerie a déployé des efforts considérables pour rendre sa signalisation bilingue et assurer, dans certaines régions, des services dans les deux langues au public ainsi qu'à son personnel. Cependant, des lacunes importantes sont apparues, savoir la rareté de l'information sur les exigences de la Loi, la faiblesse de la surveillance et des contrôles dans son application, et

Cette étude qui doit son origine à une plainte au sujet des services offerts au public au Nouveau-Brunswick, avait pour but d'examiner dans quelle mesure l'organisme respectait la Loi, du point de vue de la langue de service et de certains aspects de la langue de travail. L'enquête a porté sur la Direction générale à Ottawa, sur les divisions « C » (Québec), « D » (Manitoba), « F » (Saskatchewan) et « J » (Nouveau-Brunswick), et enfin sur le Centre de formation de base, à Regina. La plupart des données ont été recueillies en janvier et février 1974.

ETUDE SPÉCIALE

Nonobstant l'attitude plutôt négative de la Gendarmerie à l'endroit de cette étude, nous avons été heureux d'apprendre, relativement à la sixième recommandation, qu'il n'existe pas de règlement empêchant les membres de la GRC de faire parvenir au Commissaire des plaintes—y compris celles qui portent sur des questions de « langue de travail »—découlant d'intractions possibles à la Loi sur les langues officielles. Dans un tout autre domaine, nous avons constaté la crainte que ressent la Gendarmerie de voir menacées l'aide financière et les années-homme qu'accorde le Conseil du trésor au projet pilote pour la formation de troupes bilingues. Nous pensons que la GRC devrait néanmoins maintenir et étendre ce programme qui constitue un pas vers l'accroissement de son effectif bilingue en service.

Le rapport de l'étude spéciale expliquait l'esprit de la Loi en ce qui concerne tant les droits de la population d'être servie dans les deux langues officielles que les aspirations légitimes des membres de la GRC à travailler dans la langue officielle de leur choix; le rapport comportait également des suggestions quant aux mesures que l'institution pourrait adopter pour modifier ses structures administratives en vue de satisfaire aux exigences de la Loi, sans que cela n'occasionne une réorganisation radicale. Or, la Gendarmerie n'a pas cessé de justifier l'absence d'action positive en excitant généreusement de l'insuffisance des ressources, aussi bien pécuniaires qu'humaines, de ses craintes de voir les normes du travail policier compromises, de ses « besoins réels » et de la nécessité de faire approuver ses lignes de conduite par le ministre.

sans, d'ailleurs, toujours respecter les dispositions de la Loi, s'est contentée, en quatre ans, de corriger quelques-unes des infractions les plus évidentes, ressortissant aux aspects visuels et aux communications écrites, et d'entreprendre l'identification des exigences linguistiques des postes.

Au cours de la période observée, les citoyens ont déposé 34 plaintes contre la GRC, dont huit ont fait l'objet de recommandations. Comme par le passé, la plupart des plaintes portaient sur la langue de service, particulièrement au Nouveau-Brunswick où la capacité bilingue de la GRC est en-deçà de la norme qu'impose l'importance numérique de la population francophone que la gendarmerie est appelée à servir à titre de corps policier provincial et municipal.

Les problèmes étendus et complexes révélés par l'instruction de ces plaintes et la mise en œuvre des recommandations découlant d'une étude spéciale ont incité le Bureau à entreprendre, avec la pleine collaboration de la GRC, une seconde étude (résumée ci-dessous) de l'ensemble de la Gendarmerie, en mettant l'accent sur ses lignes de conduite et ses méthodes et usages en matière de bilinguisme. Dans les mois à venir, à cheval sur nos principes, nous continuerons de réclamer des mesures vigoureuses dans l'espoir d'observer, un jour bientôt, les exaltantes chevauchées bilingues des belles Walkyries que la Gendarmerie a eu le bon sens, et le bon goût, de recruter.

En décembre 1974, la GRC a fait connaître les mesures qu'elle avait adoptées pour mettre en œuvre les recommandations émanant de deux études spéciales. La première, terminée en 1971, avait donné lieu à 19 recommandations. Des neuf qui visaient la Direction « A » (Ottawa), huit seraient totalement appliquées; cette année encore, la Gendarmerie a annoncé qu'en dépit de ses efforts, elle n'était pas en mesure d'affecter des bilingues à ses vedettes en service à Kingston, Long Sault, et Sault Ste-Marie. La GRC a également pris des mesures visant à mettre en œuvre, à des degrés divers, les dix recommandations portant sur le Quartier général et la division « N ». C'est ainsi qu'elle a tenté de satisfaire aux recommandations relatives aux aspects visuels du bilinguisme. Cependant, ses mesures administratives en vue de la planification, de la coordination, de la mise en œuvre et du contrôle d'un programme de bilinguisme, diffèrent de celles qu'a recommandées le Bureau du Commissaire et, en décembre 1974, les résultats paraissent insuffisants et décevants.

Il y a lieu également de s'inquiéter de l'attitude de la GRC face aux 30 recommandations formulées à la suite de la deuxième étude spéciale. La Gendarmerie a fait savoir qu'elle avait pris ou allait prendre des mesures au regard des recommandations les plus faciles, comme celle qui voudrait que ses membres soient mieux renseignés sur la Loi sur les langues officielles.

2125	North Bay (Ontario)	Appels d'offres affichés au bureau de poste en anglais seulement.	Mesures correctives
2304	Ottawa	Estampille unilingue anglaise.	Mesures correctives
2439	Burlington (Ontario)	Seul l'anglais serait prévu comme langue de travail au colloque international sur la géochimie des eaux naturelles.	Mesures correctives
2456	Hamilton	Brochure unilingue anglaise.	Explications
2588	Ottawa	Écussson unilingue anglais sur une publication française: Service hydrographie du Canada.	Mesures correctives
2641, 2650, 2684	Ottawa	Piètre qualité du français de l'édition de décembre 1973 de la revue <i>Pêches</i> .	Mesures correctives
2680	Ottawa	Résultats insatisfaisants à cause du bruit durant un examen de connaissance du français.	Mesures correctives
2981	Ottawa	Pas de version française du manuel <i>Weather Ways</i> (1974).	Explications
3022	Ottawa	Mauvaise qualité du français d'une publication.	Mesures correctives
3089	Ottawa	Rejet d'une candidature à un poste.	Explications
3104	Ottawa	Publication disponible en anglais seulement.	Mesures correctives
3209	Hull	Menu et service en anglais seulement, restaurant de l'édifice Fontaine.	Explications

GENDARMERIE ROYALE DU CANADA—« Le nombre des femmes d'agent de police »

APPRECIATION

La réputation que la GRC s'est taillée en faisant observer les lois fédérales et le brio avec lequel elle déploie ses carrousels hauts en couleur, ou donne des concerts entraînants, ou encore « trouve toujours son homme », reposent sur sa ferme détermination à être insurpassable. On ne peut donc que manifester un brin d'étonnement et de déception face à l'action fragmentaire et quelque peu vacillante qu'elle a engagée pour satisfaire aux exigences de la Loi sur les langues officielles. Au lieu de s'attaquer à la plupart des problèmes de fond que constituent l'établissement de programmes, la dotation en personnel, les cours de langue, le recrutement, les communications internes et les autres éléments rattachés aux services, la Gendarmerie,

Un francophone de Shédiac, au Nouveau-Brunswick, où 85 % de la population est d'expression française, déclare que lorsqu'on appelle au bureau du Service des pêches à Shédiac, on obtient souvent comme seule réponse : « Fisheries Service ».

A la suite d'une première vérification, le ministère a dit au Commissaire des pêches que la réceptionniste avait bien répondu « Fisheries Service/Service des pêches » à la personne qui téléphonait. Celle-ci aurait alors engagé une courte conversation qui se serait déroulée dans un français très acceptable.

Après avoir reçu la réponse du ministère, une vérification par un représentant du bureau du Commissaire a permis de constater que la préposée au téléphone était bel et bien bilingue mais qu'elle omettait d'identifier le Service en français.

Le Commissaire a donc recommandé qu'on réponde toujours dans les deux langues officielles au bureau du Service des pêches à Shédiac. Le sous-ministre adjoint principal du Service des pêches et des sciences de la mer a émis une directive enjoignant aux préposées au téléphone de toujours identifier le Service des pêches en français et en anglais.

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
1705	Ottawa	Identification du bureau météorologique d'Ottawa au téléphone en anglais seulement.
1763	Marais Wye (Ontario)	Envoi de documents unilingues anglais à un organisme de langue française par le Centre d'histoire naturelle du Marais Wye, Service canadien de la faune.
1820	Ottawa	Un avis de concours pour un poste de directeur précise que seule la connaissance de l'anglais est essentielle.
1892	Ottawa	Affiches unilingues anglaises, terrain de stationnement du bureau régional de l'est du Service canadien de la faune.
1925	Ottawa	Mutation à Toronto d'une employée anglophone unilingue du Bureau météorologique d'Ottawa.
1978	Montréal	Sac à ordures avec inscription en anglais Retrait seulement.
2093,	Halifax et	Communiqués de presse en anglais seulement envoyés à un quotidien français.
2344	Fredericton	Mesures correctives
2116,	Winnipeg	Services en français rarement disponibles au Bureau météorologique de Winnipeg.
2342	(Manitoba)	Mesures correctives

3) qu'aucun employé ne soit autorisé à apporter des modifications aux tableaux ou aux affiches ou encore à poser de nouvelles affiches sans que les textes français et anglais aient été approuvés par la ou les personnes désignées par le ministère.

Le ministère a bien accueilli ces recommandations et a pris les dispositions nécessaires pour y donner suite. De plus, il a fait tenir au Commissaire copie des directives qu'il a émises à ce sujet.

Dossier n° 2268—Gérants régionaux

Le plaignant relève dans un avis de concours que seule la con-naissance de l'anglais est exigée des candidats aux postes de gérants régionaux. A son avis, les titulaires étant appelés à traiter avec le public et le personnel, il conviendrait d'exiger l'anglais et le français pour deux de ces postes, à savoir ceux du Québec et des Maritimes.

Le ministère a répondu que les deux postes de gérants de district pour les Maritimes et le Québec ayant été déclarés bilingues et relevant des gérants régionaux, on estimait qu'ils devaient suffire aux besoins des deux communautés linguistiques.

Comme les fonctions d'un gérant régional comportaient, outre la responsabilité de traiter avec le public, celle d'assurer la supervision de régions où le français devrait ou pourrait être la langue de travail normale (respectivement le Québec et les Maritimes), le Commissaire a recommandé que les postes en question soient déclarés bilingues.

Le ministère a répondu que le poste de gérant régional pour le Québec exigerait dorénavant la connaissance du français et de l'anglais, mais que pour les Maritimes, les exigences linguistiques resteraient inchangées étant donné qu'elles avaient été définies conformément aux directives du Conseil du trésor qui approuve d'ailleurs la décision du ministère. Le Commissaire a fait savoir qu'il maintenait sa recommandation et qu'il rendrait compte, dans son rapport au greffier du Conseil privé et au Parlement, des suites qui seraient données.

Au cours de conversations ultérieures, le Commissaire a demandé que lui soit fourni un organigramme des postes de la région des Maritimes (Service des pêches et des sciences de la mer), de l'échelon de chef de service à celui de directeur, ainsi que les précisions utiles sur les exigences linguistiques, les dates de désignation et les fonctions exercées, afin d'être mieux placé pour juger de la nature des services offerts au public et au personnel. Peu de temps après, le ministère lui a fait savoir que le poste de gérant régional des ports pour petites embarcations, dans les Maritimes, avait été désigné bilingue, conformément à la recommandation du Commissaire, et que l'organigramme demandé serait communiqué dès que la réorganisation en cours aurait été menée à bien.

documentation adressée à des milliers d'étudiants dans le « Student Mailbag ».

Le ministère a informé le Commissaire que le document « Environmentally Yours » était composé de textes publiés à l'origine dans deux publications du ministère, « Pollution Primer » et « Environment Needs You ».

« Environmentally Yours » a d'abord été publié comme complément d'un récent numéro du magazine « Today's Generation » qui est envoyé à environ 125 000 élèves du secondaire à travers le Canada. Le « Student Mailbag » est une des techniques de distribution postale offerte par les éditeurs du magazine et leur liste d'envoi appartient à l'Agence Canadian High News Limited.

Malheureusement, ce magazine était publié uniquement en anglais. Il n'existait pas de magazines ni de services de distribution comparables en français. Toutefois, avec l'appui de la Direction de l'information d'Environnement Canada, l'éditeur a négocié avec les éditeurs du magazine « Le naturaliste » pour produire une version française d'« Environmentally Yours ». Toujours avec l'appui de la Direction de l'information, l'éditeur tentait de dresser des listes d'envoi pour le public francophone afin d'élargir son propre réseau.

Le Commissaire a recommandé au ministère de vérifier soigneusement les listes d'envoi afin de s'assurer que les étudiants d'expression française fréquentant des institutions scolaires anglaises, et vice-versa, reçoivent toujours les publications gouvernementales dans la langue officielle de leur choix.

Dossier n° 2183—Un léger glissement

Le plaignant constate que plusieurs affiches au ministère de l'Environnement à Hull comportent des erreurs, par exemple, Gestion de l'Environnement Relèves Hydrologique, Chef de la Services du Personnel. Le ministère a reconnu que bien des erreurs s'étaient glissées dans des affiches préparées à la hâte lors du déménagement à ses bureaux de Hull. Il a invité des représentants du Commissaire à visiter les lieux et à soumettre au Commissaire les mesures correctives à prendre.

Le Commissaire a recommandé :

- 1) que tous les tableaux et affiches destinés à renseigner le public ou le personnel dans son ensemble à l'édifice Place Vincent Massey soient bilingues;
- 2) qu'une ou deux personnes compétentes en français et en anglais désignées par le ministère soient responsables de tous les tableaux et affiches;

Un père de famille d'Ottawa envoie au Commissaire copie de la brochure intitulée « Environmentally Yours » qui faisait partie de la

Dossier n° 2056—Sans version française

Le Commissaire a assuré le plaignant qu'il continuerait à exercer un contrôle régulier des promesses énoncées par le ministère et qu'il le tiendrait au courant de tout développement susceptible de l'intéresser.

Le ministère a indiqué récemment que son projet de traduction de tous les documents unilingues d'ici à la fin de 1978 serait soumis à deux facteurs externes. Il a mentionné le rapport Allé, du nom de la personne qui a évalué les besoins en traduction du ministère l'été dernier : cette étude et les recommandations qui l'ont suivie ont été présentées au Bureau des traductions du Secrétariat d'Etat. Il a ajouté que le Bureau des traductions avait accepté d'affecter immédiatement un module de traduction supplémentaire au ministère de l'Environnement et de lui en accorder un ou deux autres au cours de l'exercice financier 1974-1975. Le ministère a précisé que la diffusion systématique des documents dans les deux langues au sein de son administration avant décembre 1978 dépendrait de l'efficacité de ces nouvelles ressources.

L'exercice de leurs fonctions, sont dans les deux langues officielles ? ».

Le ministère a affirmé qu'une partie des documents d'usage général était déjà dans les deux langues officielles. De plus, en vertu de sa nouvelle politique de bilinguisme, tout nouveau document de ce genre serait diffusé en anglais et en français. En ce qui concerne les autres documents qui étaient dans une seule langue, ils seraient traduits au plus tard le 31 décembre 1978. Le Commissaire a demandé au ministère d'accélérer la traduction de ces documents dans la mesure du possible.

La question posée au ministère sur ce sujet était la suivante : « Est-ce que tous les documents d'usage général, c'est-à-dire les avis, directives, rapports, manuels, etc., que les fonctionnaires utilisent dans l'exercice de leurs fonctions, sont dans les deux langues officielles ? ».

8) Documents « d'usage général »

En outre, dans ses prévisions budgétaires pour 1974-1975, le ministre a demandé au Conseil du trésor de lui accorder un total de 84 années-homme pour créer des postes unilingues français dans les services chargés de la dotation en personnel, des stagiaires en administration, de la prestation de services aux unités de langue française, de la formation et du perfectionnement ainsi que des instruments de travail.

sous le coup de la politique gouvernementale applicable à l'ensemble de la région. Le ministère a ajouté que même si dans toute entreprise il convenait de tenir compte du climat sociologique, il n'était pas plus aisé de mettre sur pied des unités de langue française pour la simple raison que l'on était installé à Hull et non à Ottawa.

Au terme d'une analyse approfondie des possibilités de création d'unités de langue française dans la région de la capitale nationale, le ministère a conclu que la chose était irréalisable à l'heure actuelle. En fait, selon lui, il devait en tout premier lieu s'assurer que les services étaient fournis en français aux 17 unités de langue française déjà existantes et que toutes les communications avec elles se faisaient en français. Dans ce but, le ministère avait déterminé comme bilingues, dans la région de la capitale nationale et au Service de l'environnement atmosphérique à Toronto, plus d'un tiers de tous les postes des divisions appelées à entrer en contact avec ces unités de langue française. Le ministère attendait avec impatience le programme gouvernemental qui traiterait des unités de langue française et il a assuré le Commissaire que ce serait avec enthousiasme qu'il mettrait en œuvre tout plan pratique qui serait proposé.

De plus, le ministère a indiqué qu'il examinait la possibilité d'instaurer des « groupes de travail de langue française ». Ceux-ci diffèrentaient des unités de langue française en ce que les employés qui y seraient affectés continueraient de servir les autres membres du personnel dans les deux langues, tout en conviant les francophones et les anglophones bilingues à s'adresser à eux en français et à se faire servir dans cette langue.

7) *Pourcentage de travail en français*

Le Commissaire a demandé au ministère quel était approximativement le pourcentage de travail qui s'accomplissait en français à l'édifice Fontaine par catégorie d'emploi. D'après le ministère, ce pourcentage variait beaucoup plus selon le genre de service donné que selon la catégorie d'emploi. Encore là, fallait-il distinguer entre le travail oral et le travail écrit. Même à l'intérieur du travail écrit, il était difficile, selon le ministère, d'établir un chiffre exact. Le ministère a envoyé au Commissaire certaines statistiques concernant surtout les divisions qui fournissent des services au personnel du ministère. Ce dernier a dit qu'il souhaitait qu'il y ait une amélioration en cette matière dans quelques-unes de ces divisions ainsi que dans les autres directions du ministère.

Le ministère a récemment informé le Commissaire que certaines améliorations avaient été apportées dans l'emploi du français dans

dans ses opérations régionales au Québec, en conformité avec la deuxième partie de la résolution votée par le Parlement en juin 1973.

5) *Intégration dans le milieu*

Le Commissaire avait posé la question suivante : « Est-ce que le ministère a pris des mesures spéciales depuis qu'il est rendu à Hull afin de s'intégrer le plus harmonieusement possible à la communauté linguistique de son environnement ? »

Le ministère a répondu qu'avant et depuis son arrivée à Hull, il avait pris des mesures dont la plupart étaient d'ordre socio-économique mais qui ont eu cependant des incidences culturelles et linguistiques. Ces mesures avaient commencé avec ses propres représentations pour changer l'appellation de l'édifice « Brontor » en celle de « Fontaine », pour toucher d'autres aspects comme le transport urbain, le service par taxi, l'achat de matériel, les facilités d'entreposage, les agences de recrutement de personnel et le transfert de ses activités sociales et d'administrer à son coordonnateur des exigences linguistiques de bien vouloir examiner l'opportunité de la mise en œuvre par ses services de la toute dernière décision du conseil municipal de Hull relative à la priorité à accorder au français dans l'affichage.

Le Commissaire a vivement encouragé le ministère à poursuivre ses efforts dans ce sens afin que l'image linguistique du ministère devienne plus satisfaisante pour la population de Hull.

6) *Unités de langue française*

Le Commissaire a fait remarquer au ministère qu'il était quelque peu surprenant qu'il n'y ait aucune unité de langue française au siège d'un ministère aussi important que celui de l'Environnement. Fermement convaincu que toute institution fédérale se doit d'en avoir à son bureau central, le Commissaire a recommandé que cette question soit à nouveau étudiée de très près une fois terminée l'identification des postes bilingues et unilingues et que soient transformés en unités de langue française au moins quelques-uns des principaux services du ministère. Il a précisé que cette mesure ne devrait pas influencer sur la recommandation faite au point n° 1, étant donné qu'à son avis le français doit aussi bénéficier du statut de langue de travail en dehors des unités de langue française.

Le ministère a répondu que l'implantation d'unités de langue française dans la région de la capitale nationale était une question difficile. Tout d'abord, il fallait considérer Hull comme faisant partie de cette région au même titre qu'Ottawa. Il s'ensuivait que Hull tombait

Le Commissaire a rappelé au ministre que le secrétaire parlementaire du président du Conseil privé avait informé la Chambre des communes le 16 mai 1973 que 88,9 % des employés du ministère étaient des anglophones unilingues. Il a signalé que la faible proportion de francophones le préoccupait. Par conséquent, dans les circonstances, il a invité le ministère à prendre toutes les mesures nécessaires pour accroître durant les prochaines années le nombre d'employés francophones afin qu'il y ait à tous les niveaux un meilleur équilibre entre le nombre d'anglophones et de francophones.

Le ministère a répliqué que toute nomination dans la fonction publique était soumise au principe du mérite et que jusqu'à présent l'expression de la volonté d'apprendre la langue seconde et sa connaissance effective étaient considérées comme équivalentes à ce titre. Il a en outre indiqué que si la résolution du Parlement de juin 1973 avait été suivie d'un programme gouvernemental ayant pour objet le recrutement de francophones, sa politique de bilinguisme l'aurait reflété. Il était prêt à modifier cette politique dès que le gouvernement se serait donné un plan dans ce domaine. Quoi qu'il en soit, il s'est dit très conscient du déséquilibre dans la proportion d'anglophones et de francophones et il a affirmé qu'il faisait d'ores et déjà le maximum pour remédier à cet état de choses en s'appuyant sur l'actuelle politique gouvernementale et la Loi sur l'emploi dans la fonction publique.

4) *Exigences linguistiques des postes*

Comme au cours de l'instruction de cette plainte le ministère procédait à l'identification des postes bilingues et unilingues, le Commissaire a exprimé l'espoir que la proportion des postes unilingues français et unilingues anglais reflète plus fidèlement que par le passé celles des Canadiens d'expression française et anglaise.

Selon le recensement du ministère, la répartition des postes à désigner progressivement d'ici le mois de décembre 1978 s'établit comme suit : 72 % des postes n'exigent que l'anglais, 3 % n'exigent que le français, 16 % requièrent une connaissance des deux langues et 9 % requièrent une connaissance de l'une ou l'autre langue, ce qui, en principe, ouvrirait un total de 12 % des postes aux francophones unilingues.

Le Commissaire était d'avis que les chiffres cités ci-haut ne sont que des données préliminaires sujettes à modification par le Conseil du trésor, et ne reflètent pas forcément la situation dans l'ensemble de la fonction publique. Le Conseil du trésor l'ayant assuré qu'il travaillait activement en ce moment à un programme qui accordera une plus grande place au français dans la fonction publique fédérale, notamment

alors à l'étude, l'attention qu'elle aurait eue autrement. Il a souligné cependant qu'il avait déjà émis deux directives touchant la langue de travail dans les unités de langue française ainsi que des notes de service concernant la signalisation bilingue.

Au mois de juin 1973, le sous-ministre de l'Environnement a fait paraître à l'intention de tous les employés une brochure intitulée « La politique du bilinguisme au ministère ».

Le Commissaire a néanmoins souligné au ministère que sa politique, malgré son caractère louable, restait trop imprécise en ce qui concerne la langue de travail. Il aurait aimé voir le ministère établir un plan détaillé sur l'adoption du français comme une des deux langues de travail dans plusieurs de ses directions, en particulier à l'édifice Fontaine. Il a alors recommandé au ministère de dresser un tel plan et de lui en transmettre un exemplaire pour fins de discussion.

En réponse à cette recommandation, le ministère a indiqué que le gouvernement n'avait encore adopté aucune mesure concrète ni proposé aucun programme d'application pour donner suite à la deuxième partie de la résolution du Parlement en juin 1973 sur les langues officielles. Le ministère attendait d'ailleurs avec impatience les directives du gouvernement à cet égard. D'autre part, il croyait que l'identification et la désignation des postes bilingues ne pourraient que contribuer à promouvoir l'emploi du français comme langue de travail.

2) Services offerts au personnel

Le Commissaire a demandé au ministère si tous les services offerts au personnel par la Direction du personnel, la Bibliothèque, le Con-

tentieux, etc., l'étaient dans les deux langues officielles.

Le ministère a répondu qu'une des clauses de sa politique en matière de bilinguisme stipulait qu'« en ce qui concerne les services au personnel, ils doivent désormais être fournis, par écrit ou oralement, selon la langue officielle que choisira l'employé ». Il a ajouté qu'il en était ainsi.

3) Représentation des francophones

La représentation des francophones dans la haute direction du ministère se limitait à deux personnes au mois de mai 1973 : le sous-ministre adjoint principal et le directeur général du personnel. Elle a depuis doublé avec la nomination d'un directeur général des finances et des installations et celle d'un directeur des programmes fédéraux et provinciaux.

pons, lettres-circulaires aux usagers) et avait pris ses dispositions pour parfaire l'application des deux autres : les uniformes seront pourvus d'insignes bilingues et il avait été rappelé aux employés qui répondaient au téléphone d'identifier le bureau dans les deux langues.

PLAINTES

Dossier n° 1676—La langue de travail à Hull

Un échevin de la ville de Hull transmet au Commissaire copie d'une lettre qu'il a adressée au ministre de l'Environnement à la suite d'une plainte qu'il avait reçue au sujet de la langue de travail à l'édifice Fontaine à Hull.

Une dame s'était présentée au ministère pour y travailler dans un milieu qui devait être bilingue. L'employée a été fort déçue du peu de travail requérant la connaissance de la langue française qui lui était demandé. Elle a constaté que son patron et tout le personnel de sa section étaient des anglophones unilingues, ce qui expliquait que non seulement elle travaillait à 95 % en anglais mais qu'elle ne pouvait durant la journée communiquer avec le personnel qu'en anglais. Pour ces raisons, elle a quitté son emploi.

L'échevin écrivait que cette situation était intolérable et que le personnel de cadre affecté aux édifices fédéraux de Hull devrait être bilingue.

Le ministère a transmis au Commissaire copie d'une lettre que le ministère avait adressée au plaignant expliquant les motifs du départ de l'employée en cause.

Le Commissaire a toutefois tenu à mener une enquête plus poussée sur le statut de la langue française au siège du ministère. Cette enquête a porté sur les points suivants :

1) Directives en matière de bilinguisme

Le Commissaire a demandé au ministère s'il avait déjà émis des directives en matière de bilinguisme. L'institution a répondu au mois de mai 1973 que ses premières directives dataient de mai et juillet 1970 au moment où il s'appelait le ministère des Pêches et Forêts. La création du ministère de l'Environnement à partir de sept éléments de ministères existants, à la suite d'un arrêté en conseil de novembre 1970 et d'une loi sanctionnée en juin 1971, ne s'était pas faite sans bouleversements. C'est pourquoi dans sa longue période de gestation, le ministère de l'Environnement n'avait pas donné à la question du bilinguisme,

Il ressort de l'information communiquée par le ministère au sujet de l'étude spéciale intéressant le SEA, que l'application des recommandations qui en ont découlé est, dans plusieurs cas, partielle ou insatisfaisante. L'une d'entre elles, par exemple, prévoyait la parution simultanée en anglais et en français des publications ; or, le ministère n'a pas cette exigence pour les travaux de recherche scientifique originaux. Toutefois, cette façon de procéder fait actuellement, au ministère, l'objet d'un réexamen fondé sur les plaintes qu'elle a suscitées.

Environnement Canada a d'ores et déjà imposé certaines limites à la mise en vigueur d'une des neuf recommandations restant à appliquer ; il s'agit de celle qui préconisait la bilinguisation intégrale du bulletin interne, intitulé *Zephyr*. Le ministère a pour principe de publier l'éditorial dans les deux langues, mais de ne faire paraître les autres articles que dans la langue de leur auteur. Selon lui, en procédant de cette manière, il contribue à accroître les connaissances linguistiques et à sensibiliser le personnel à la question du bilinguisme ; au demeurant, il affirme avoir vivement encouragé les francophones à écrire pour *Zephyr* depuis qu'il a reçu la recommandation. Quoi qu'il en soit, l'égalité de statut du français et de l'anglais n'est, à certains égards, pas respectée et, étant donné les réserves que le Bureau continue d'avoir vis-à-vis de cette solution, qui n'est certes pas dépourvue d'intérêt, nous poursuivrons l'examen du problème.

Le ministère a donné suite aux autres recommandations. Ces dernières, à l'exclusion de celle qui touche aux cours de langue pour le personnel de soutien, portent essentiellement sur les rapports de l'Institut avec le public, qu'il s'agisse de contacts directs avec la population au stand du SEA au Centre ontarien des Sciences ou de la communication de renseignements météorologiques divers. En janvier 1975, le public ne pouvait encore se prévaloir de services météo bilingues qu'à l'est d'une ligne passant par Thunder Bay, mais on prévoit l'informatisation de la traduction dans le cadre d'un programme visant à desservir l'Ouest comme l'Est du pays dès juin 1975. Et au cas où ce délai ne pourrait être tenu, l'Environnement mettra sur pied une nouvelle section afin de respecter la date limite que le ministère s'est fixée, à savoir décembre 1975.

Dans un autre ordre d'idées, le ministère se propose, pour étendre l'emploi du français dans ses communications internes, d'encourager la rédaction dans cette langue des mémoires de recherche et d'accélérer le recrutement de francophones.

Grâce aux efforts déjà déployés par l'Environnement, l'étude créée à son Service des pêches de Moncton n'a abouti qu'à neuf recommandations, toutes de portée limitée. En novembre 1974, le ministère estimait en avoir mis sept en vigueur (signalisation, service téléphonique, services assurés par le bureau de la rue Albert, formulaires, tam-

énumérateurs, des agents réviseurs et des scrutateurs aptes à assurer les services requis dans les deux langues, là où ils s'avèrent nécessaires et surtout dans les circonscriptions bilingues.

Enfin, pour ce qui est des modifications à apporter à la Loi électorale du Canada, le Directeur général s'est engagé à les faire inscrire à l'ordre du jour de la prochaine réunion du Comité permanent des privilèges et élections.

Les 18 plaintes mettant en cause le bureau du Directeur général des élections émanaient pour la plupart de francophones de l'Ontario.

Après avoir communiqué avec les présidents d'élection concernés, le Directeur général des élections, nous a fourni des explications sur chacune de ces plaintes. Afin de prévenir la répétition d'incidents semblables, nous avons tenu, dans la plupart des cas, à rappeler certaines des recommandations énoncées à la suite de l'étude spéciale.

PLAINTES

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
2983	Windsor	Piètre qualité du français des annonces
2996, 2998, 3003	Sudbury	Des énumérateurs unilingues anglais
3011	Richibouctou (N.-B.)	Listes des électeurs et sections de vote rédigées uniquement en anglais.
3023, 3028	Ottawa, Timmins	Avis d'énumération remplis en anglais alors que les renseignements ont été donnés en français.
3045	Earlton (Ontario)	Service téléphonique disponible en anglais seulement; directeur de scrutin
3054	Mattawa (Ontario)	Affiches unilingues anglaises au bureau de poste.
3060	Ottawa-Centre	Services en anglais au bureau de cette circonscription.
3092	Ottawa	Les énumérateurs devraient être en mesure d'inscrire en français la profession des électeurs francophones.
3098	Rogersville (N.-B.)	Avis d'énumération affiché en anglais seulement et inscription de la profession des électeurs en anglais sur la liste électorale.
3109	Mattawa (Ontario)	Avis affiché en anglais seulement.
		Explications

présidents des circonscriptions dites bilingues (celles où 5 % au moins de la population recensée ont pour langue maternelle l'une des deux langues officielles). Quant aux deux recommandations concernant les avis et affiches, leur teneur générale sera fournie aux présidents d'élection d'un bout à l'autre du pays, dans les deux langues officielles, afin que l'impression se fasse sans erreur; pour ce qui est des inscriptions à ajouter localement à ces avis et affiches, le Directeur général a informé le Commissaire que seules les circonscriptions bilingues possèdent le personnel capable d'accomplir correctement ce travail dans les deux langues officielles. Il en découle que ces deux recommandations ne seront que partiellement mises en vigueur dans les circonscriptions unilingues. Nous espérons que le Directeur général des élections saura trouver la formule qui lui permettra de se conformer entièrement à ces recommandations aux prochaines élections partielles ou générales.

Au sujet de la qualité du travail d'impression en période électorale, le Directeur général émettra des directives à l'intention des imprimeurs, afin qu'ils prennent conscience de l'importance de produire des textes sans erreur dans les deux langues officielles. La recommandation voulant que les personnes désireuses de communiquer, oralement ou par écrit, avec le bureau d'élection dans la langue officielle qui ne correspond pas à celle de leur circonscription, puissent être directement servies par le bureau du Directeur général présente, selon ce dernier, des difficultés considérables. Le Commissaire est d'avis que les personnes visées par cette recommandation devraient être informées par les media appropriés qu'elles ont la possibilité de communiquer gratuitement avec Ottawa. Les annonces pourraient en outre indiquer le numéro de téléphone du bureau du Directeur général des élections à Ottawa.

Deux autres recommandations portaient sur les services linguistiques que les électeurs sont en mesure d'attendre du personnel dans les circonscriptions bilingues, notamment les énumérateurs, les agents réviseurs et les scrutateurs. D'après les explications fournies par le Directeur général des élections, des services bilingues ne seront disponibles que dans les sections de vote où se trouve un groupe linguistique minoritaire « d'une certaine importance ». Le Commissaire aimerait étudier de plus près les implications de cet arrangement avant de le commenter. Cependant, il tient à souligner l'urgence (comme d'ailleurs se propose de le faire le Directeur général) d'établir des mécanismes de contrôle afin que le groupe minoritaire reçoive, sur l'ensemble du territoire des circonscriptions bilingues, les services auxquels il a droit en vertu de la Loi sur les langues officielles.

Comme il incombe aux partis politiques de nommer les présidents d'élection de chaque circonscription, il importe également d'attirer l'attention de ces partis sur les exigences de la Loi sur les langues officielles. Ils devraient s'assurer que le président ainsi nommé voit à recruter des

3008	Ottawa	Lettre en anglais adressée à un franco- phone.	Mesures correctives
3040	Grande Prairie (Alberta)	Les inscriptions en français dans l'an- nuaire téléphonique sont abrégées.	Mesures correctives
3100	Ottawa	Annonces d'emplois circulées en anglais seulement dans des écoles secondaires de langue française.	Mesures correctives
3132	Cold Lake (Alberta)	Programme pour le jour des Forces armées publié en anglais seulement.	Explications
3137	Kingston	Un jeune homme n'aurait pas été admis au Collège militaire parce qu'il est néo-canadien.	Retrait
3186	Ottawa	Inscription en anglais seulement dans l'annuaire téléphonique.	Mesures correctives
3223	Ottawa	Inscription en anglais sur une formule bilingue.	Mesures correctives

DIRECTEUR GÉNÉRAL DES ÉLECTIONS — « J'entends ta voix »

APPRÉCIATION

Tandis que les promesses électorales s'évalorent ou se condensent, les aruspices et les augures (plus prétentieux parfois que présidents) chômeurs, et les candidats défaits ressassent des souvenirs d'une archi-lecture prestigieuse qui aurait été élevée du consentement de la majorité. Mais une lampe brûle toujours. Le bureau du Directeur gé- néral des élections œuvre patiemment, prépare l'inter-règne. S'il a dépouillé avec empressement les 18 plaintes reçues, il n'a, par contre, réussi à appliquer pleinement que la moitié des recommandations formu- lées à la suite de l'étude spéciale terminée en juillet 1972. Toutefois, le Directeur général des élections se propose de suggérer que certaines modifications utiles au point de vue de l'égalité des deux langues soient apportées à la Loi électorale du Canada, et poursuivra, avec le zèle impartial qui le caractérise, l'application des autres recommandations afin d'assurer ses services dans les deux langues officielles.

Des 16 recommandations formulées en juillet 1972 au terme d'une étude spéciale, il ressort des derniers renseignements obtenus du Direc- teur général des élections que sept d'entre elles sont maintenant en vigueur. Elles touchaient notamment les bulletins de vote, les formules mises en circulation durant les élections, les scrutateurs spéciaux, et enfin le service téléphonique et la correspondance dans les bureaux des

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
2458	Valcartier (Québec) Un francophone qui prend sa retraite reçoit un diplôme et une lettre rédigés en anglais. L'allocation prononcée est aussi en anglais.	Mesures correctives
2516	Plantagenet (Ontario) Panneaux unilingues anglais sur un camion.	Mesures correctives
2542	Ottawa Convocation et entrevue en anglais d'un francophone.	Mesures correctives
2547	Ottawa Les annonces télévisées pour promouvoir le recrutement de francophones ne sont que des traductions de l'anglais.	Explications
2587	Petawawa Enquête sur l'enseignement en français à la Base de Petawawa menée uniquement en anglais.	Explications
2627	Ottawa Présence d'unilingues anglophones au sein de la seule unité de langue française au quartier général du ministère.	Explications
2640	Halifax Droit à la prime de 7 % pour des services fournis en français.	Explications
2681	Ottawa Un militaire désire subir l'examen de langue seconde de la Commission de la fonction publique.	Explications
2716	Ottawa Publication en anglais seulement d'une directive d'application générale interne.	Mesures correctives
2759	Montréal Un francophone bilingue employé au 202 ^e Dépôt-Atelier s'oppose à ce que son poste ait été identifié comme unilingue français ou anglais.	Mesures correctives
2779	Ottawa Un militaire anglophone critique la politique spéciale d'avancement à l'endroit des membres francophones des Forces canadiennes.	Explications
2816	Ottawa Notes de service diffusées en anglais seulement.	Mesures correctives
2822	Ottawa Les visiteurs au Quartier général du ministère sont invités à remplir une formule imprimée en anglais seulement.	Mesures correctives
2850	Victoria Demande de vérifier les méthodes d'enseignement du français au Collège militaire de Royal Roads.	Explications
2910	Ottawa Une formule utilisée par le Quartier général est rédigée uniquement en anglais.	Mesures correctives
2958	Trenton (Ontario) Panneaux unilingues anglais à l'entrée principale de la base.	Mesures correctives
2963	Montréal Unilinguisme d'un sol-disant militaire.	Non fondée

2105	Ottawa	Directive adressée à une réceptionniste précisant qu'il n'est pas nécessaire de répondre en français au téléphone.	Retrait
2124	Ottawa	Protestation au sujet de la réception d'un Certificat de service imprimé dans les deux langues.	Explications
2148	Ottawa	Un surveillant refuse d'accéder à la demande d'un fonctionnaire de suivre un cours de langue.	Service rendu
2150	Halifax	Soucis d'un militaire au sujet de la qualité probable de l'enseignement du français à l'école de « Shannon Park ».	Mesures correctives
2178	Ottawa	Demande de renseignements au sujet de l'utilisation du français au travail.	Explications
2189	Kingston (Ontario)	La majorité des notes explicatives au musée du Royal Military College sont unilingues anglaises.	Mesures correctives
2192	Bagotville (Québec)	Le français comme langue de travail au sein du service de l'entretien des avions.	Mesures correctives
2202	Kingston (Ontario)	Dépliant anglais remis aux visiteurs du Royal Military College. Noms des rues et promenades, panneaux de signalisation uniquement en anglais.	Mesures correctives
2221	Cowansville (Québec)	Le ministre prend plus de temps à répondre aux lettres rédigées en français qu'à celles écrites en anglais.	Mesures correctives
2230	Shilo (C.-B.)	Un francophone dit avoir abandonné son cours de formation d'officier pour des raisons linguistiques.	Retrait
2239	Saint-Hubert (Québec)	Exclusion d'un francophone unilingue d'un concours exigeant la connaissance de l'anglais.	Explications
2271	Mont Apica (Québec)	Grief au sujet de l'octroi de la prime de 7 % pour le bilinguisme.	Explications
2272	Oromocto (N.-B.)	Les promotions ne seraient données qu'aux francophones.	Non-fondée
2300	Ottawa	Affiches unilingues anglaises à l'édifice Ogilvy.	Mesures correctives
2352	Petawawa (Ontario)	La BFC de Petawawa annonce un poste de professeur de français dans les deux quotidiens anglais d'Ottawa mais non dans le quotidien français.	Mesures correctives
2404	Ottawa	Un fonctionnaire désire suivre des cours de français.	Service rendu
2450	Ottawa	Inscription unilingue anglaise sur un manège.	Mesures correctives

demandé au ministère de lui transmettre ses commentaires sur cette recommandation et de lui faire tenir s'il y avait lieu un exemplaire de sa directive.

Le ministère a accepté de mettre en vigueur la recommandation du Commissaire et d'émettre une directive à cet effet.

Le ministère s'est dit conscient de la présence de téléphonistes unilingues au sein du Quartier général de la Défense nationale et des conséquences qui pouvaient en résulter. Il a souligné qu'il travaillait à améliorer la situation afin d'offrir un service irréprochable. À cet égard, le ministère a fait état de ses problèmes de recrutement et des démarches qu'il avait entreprises afin de faire classer ces employés comme commis. Entre-temps, le ministère procédait à l'évaluation d'un cours intitulé « Communications Canada, bonjour », qu'il désire offrir aux téléphonistes et secrétaires unilingues pour leur permettre d'acquérir les rudiments de l'autre langue et de servir plus adéquatement le public et le personnel du ministère.

DOSSIER N° LIEU NATURE DE LA PLAINTE RÉSULTAT

1790	Ottawa (Ontario)	Demande de renseignements sur les droits des parents francophones à une formation en français pour leurs enfants.	Explications
1821	London (Ontario)	Circulaire rédigée en anglais envoyée à une association francophone.	Mesures correctives
1844	Ottawa	Décalque de stationnement unilingue anglais: BFC de Rockcliffe.	Mesures correctives
1873	Cornwall	Affiches unilingues anglaises devant l'édifice du ministère.	Mesures correctives
1879	Ottawa	Délais dans l'obtention des résultats de l'examen de connaissance de langue seconde et difficiles à poursuivre des études à l'École des langues.	Service rendu
1923	Kingston (Ontario)	Service de téléphone unilingue anglais à la centrale du gouvernement fédéral.	Mesures correctives
1924	Ottawa	Demande d'aide pour obtenir de l'avancement.	Renvoi
1949	Ottawa	Refus d'un gérant d'envoyer un fonctionnaire à l'École des langues.	Explications
2022	Petawawa (Ontario)	Unilinguisme du journal <i>Petawawa Base Post</i> .	Mesures correctives
2050	Montréal	Modifications des exigences linguistiques d'un poste émises peu avant la date de la tenue des entrevues.	Explications
2082	Montréal	Utilisation du sigle anglais HMS aux établissements navals de Montréal.	Explications
2107	Ottawa		
2137	Toronto		Ottawa et Toronto.

de documents. De plus il avait constaté qu'on faisait parfois un usage abusif du titre « note de service » pour désigner des documents ayant un autre caractère. Le ministère a donc décidé de modifier sa politique linguistique. Depuis le premier septembre 1974, tous les avis, ordonnances, instructions, directives, formules et renseignements écrits, et les notes de service compris dans l'une des catégories suivantes, doivent paraître dans les deux langues officielles :

- (1) les documents qui définissent des politiques, établissent des procédures, traitent des sujets généraux, ou annoncent des événements mondiaux;
 - (2) la correspondance qui reçoit une grande diffusion et qu'on fait parvenir à des personnes dont le nom figure sur une liste déjà établie ou à tout le personnel d'un groupe ou d'une division; et
 - (3) l'information dont la teneur restera en vigueur durant une longue période.
- Dossier n° 3124—Car beaucoup sont appelés . . .*
- Une francophone rapporte au Commissaire que vers 11 h 45, le 10 juillet 1974, elle a composé le numéro 992-3525 (Direction des systèmes d'information sur le personnel) pour obtenir des renseignements. À sa demande formulée en français, la représentante du ministère aurait répondu de façon très insolente « Can't you speak English ? » La plaignante lui aurait alors demandé si elle ne pouvait pas aller chercher quelqu'un qui parlait français. L'employée lui aurait répondu qu'il n'y avait personne qui parlait français et elle aurait insisté pour que la plaignante s'exprime en anglais. Finalement, l'employée aurait obtenu l'aide d'une personne d'expression française.

Le ministère a informé le Commissaire qu'une enquête interne n'avait pu confirmer le bien-fondé de la plainte. Selon le ministère, l'employée qui avait reçu l'appel demanda l'aide d'une collègue parlant français des qu'elle se rendit compte de l'impossibilité d'engager une conversation. Comme il s'agissait de localiser un membre des Forces armées, l'employée avait invité la plaignante à s'adresser à une autre section plus habilitée à la renseigner.

Le Commissaire a recommandé au ministère de rappeler périodiquement au personnel du Quartier général que le seul fait de s'adresser à l'un de ses Services dans l'une ou l'autre langue officielle constituait une demande implicite de service dans cette même langue. En conséquence, le personnel unilingue du ministère devrait apprendre à utiliser une expression comme « Un instant, s'il vous plaît », ou « Un moment, please », avant de transmettre l'appel à un collègue qui parle la langue de l'interlocuteur. Le Commissaire a également

songer un seul instant que la « Traduction » puisse prendre le pas sur les impératifs d'efficacité militaire.

Le Commissaire a remercié le ministre de sa mise au point relative au médecin-chef. Il a toutefois fait ressortir que la seconde directive faisait plus que proposer une solution, qu'elle ordonnait au praticien de prendre ses dispositions pour faire traduire ses rapports dans son service. Il a en outre signalé au ministre que la recommandation avait été interprétée incorrectement et que ce qu'elle préconisait n'était rien d'autre que la reconnaissance du droit de tout membre de l'équipe médicale à rédiger ses rapports dans la langue de son choix.

Le Commissaire a d'autre part souligné qu'il souscrivait entièrement au principe selon lequel on ne pouvait pas un seul instant songer à laisser la « Traduction » prendre le pas sur les impératifs d'efficacité militaire. C'était du reste sur cette question que portaient aussi bien la plainte que le passage de la seconde directive où il était dit que : « Étant donné les besoins de services directs en anglais, il est impératif que les documents de travail existent dans cette langue à l'échelle institutionnelle de la base, qu'ils aient ou non initialement été rédigés en français. »

De l'avis du Commissaire, quand bien même cette déclaration rendrait compte de la situation telle qu'elle se présentait dans les Forces armées, elle irait à l'encontre de la lettre et de l'esprit de la Loi sur les langues officielles, qui stipule l'égalité de statut, de droits et de privilèges du français et de l'anglais quant à leur emploi dans toutes les situations relevant du Parlement et du gouvernement du Canada. Ce à quoi le Commissaire a ajouté que le ministre ne pouvait pas ne pas reconnaître avec lui que la situation linguistique au sein de l'unité à laquelle appartenait le médecin-chef imposait qu'il ait recours à la traduction.

Le ministre a ultérieurement informé le Commissaire que, de manière à éviter de nouvelles complications de ce genre, il demanderait au Commandement du transport aérien de contremander les deux directives mises en cause. Il a également fait savoir qu'il continuerait de veiller à ce que soit respectée l'égalité de droits et de privilèges du français et de l'anglais dans tous ses établissements de la région de la capitale nationale.

Dossier n° 3093—Des notes de service en anglais

Un francophone signale au Commissaire que les notes de service diffusées au sein de la Direction des services de documentation et de dessin, où certains postes auraient été identifiés comme unilingues français, ne sont rédigées qu'en anglais. Ces notes d'intérêt général ou professionnel émanent tant de l'extérieur que de la Direction.

Le ministre a répondu qu'au temps de la publication de ces notes de service sa politique linguistique ne traitait pas de ce genre

Le Commissaire était d'avis qu'il convenait de faire des distinctions. Certains formulaires d'emploi courant, voire certains rapports annuels, se prêtaient, par exemple, fort bien à une bilinguisation; mais les avis médicaux et autres informations de caractère professionnel devaient, eux, par contre, être rédigés dans la langue maternelle de la personne les préparant et être traduits, de façon à être compris par les unilingues de l'autre langue.

Le Commissaire a donc recommandé que le droit de tout employé — dans ce cas précis, celui du médecin-chef — à travailler dans la langue officielle de son choix ne se trouve pas limité par la nécessité (pour lui ou ses collègues non officiellement considérés ou engagés comme traducteurs) de procéder aux travaux de traduction.

Le ministre a précisé que la directive mise en cause par la plainte ne visait pas le médecin-chef, mais un ancien employé du Service de santé, titulaire d'un poste bilingue. Quant à la seconde directive, celle qui prévoyait la traduction par le personnel du Service de santé des rapports médicaux préparés par ce praticien, elle ne faisait qu'officialiser une décision entérinée par le médecin-chef lui-même, et prise afin qu'il puisse être tenu compte à la fois des impératifs « traductionnels » et des droits individuels. Son importance résidait dans le fait qu'elle reconnaissait au praticien en question le droit de rédiger ses rapports en français, même si elle envisageait effectivement une solution administrative exigeant parfois du Service de santé qu'il procède lui-même à ses traductions. Quoi qu'il en soit, pour cette question, le ministre jugeait avoir appliqué le principe énoncé dans la recommandation du Commissaire, à savoir que nulle personne ne devait être tenue de traduire elle-même ses travaux, puisqu'il n'avait jamais été question d'exiger du médecin-chef qu'il le fasse.

En temps normal, la base d'Ottawa pouvait admettre certains retards dans les travaux de traduction exécutés au quartier général de la Défense, mais il ne pouvait en être question lorsqu'il s'agissait de faire examiner d'urgence un malade par un autre médecin ou dans un autre service. La solution préconisée par la seconde directive tenait justement compte des retards qu'entraînait la traduction « par la voie officielle », de la fréquence et du volume des travaux de ce genre, de la nature des soins médicaux dispensés et de la confidentialité des rapports, qui était peut-être mieux servie par un praticien.

Enfin, le ministre a ajouté que, pour un certain nombre de raisons propres aux Forces armées, les unités et services seraient toujours amenés à exécuter des travaux de traduction, même si ces composantes avaient toute latitude pour s'adresser au service de traduction lorsqu'elles désiraient une traduction officielle ou lorsque la nature des travaux nécessitait le recours à cette procédure. Ceci dit, il était impossible de

Dans le cas de la plainte considérée, le Commissaire ne pouvait donner son avis qu'à titre indicatif et il ne pouvait être question pour lui, à partir de cas précis, de formuler une opinion et des recommandations valables pour des situations comparables.

Dans le cas cité par la plainte, de l'avis du Commissaire, les circonstances faisaient pencher la balance en faveur du médecin-chef. Les francophones travaillant dans des services où l'anglais est la langue d'usage devaient en effet pouvoir être autorisés à rédiger leurs rapports médicaux dans la langue de leur choix, puisque ces documents ne sont pas destinés à des gens extérieurs à la profession, mais à d'autres services de santé, voire, en dernier ressort, au personnel du ministère des Affaires des anciens combattants. Or, l'information devant être transmise aux commandants d'unité à la suite d'entrevues ou d'examen médicaux pouvait fort bien être consignée dans un rapport bilingue congu à cet effet.

Le ministère a, un peu plus tard, informé le Commissaire que l'officier d'administration de la base avait modifié sa directive de juillet 1973 et admis le droit du médecin-chef à exercer dans la langue de son choix, en précisant qu'il ne chercherait nullement à s'opposer à ce qu'il emploie le français.

Il avait toutefois ajouté qu'étant donné sa « responsabilité institutionnelle » en matière de bilinguisme de la base et le droit de tous les autres employés à travailler et à se faire servir, eux aussi, dans la langue de leur choix, il faudrait nécessairement que les documents existent en anglais, qu'ils aient ou non initialement été rédigés en français. C'est pourquoi tout rapport, dossier, pièce, etc., préparé en langue française serait traduit et un double versé aux dossiers et remis aux cadres et autres personnes intéressées.

L'officier d'administration a par ailleurs reconnu que la traduction de ces documents était, normalement, la responsabilité de la base. Mais, étant donné que l'établissement ne disposait pas d'un service de traduction et que le Service de santé avait, lui, une capacité suffisante pour prendre ces travaux en charge, il avait demandé au médecin-chef de les faire faire dans ses services.

Le Commissaire a fait savoir au ministère que si, à son sens, la seconde directive reconnaissait bien le droit du médecin-chef à travailler en français, elle imposait un surcroît de travail au personnel bilingue des services de santé et qu'en tout état de cause, elle ne tenait pas compte de la recommandation portant sur les services de traduction de la base formulée à la suite du rapport de l'étude spéciale relative à cet établissement (cf. *Deuxième rapport annuel*, pp. 82 à 85), pourtant

entérinée par le ministère.

La directive précise d'autre part que les rapports médicaux en français ne serviront à rien aux cadres et autres personnes des échelons supérieurs du Service de santé qui ne parlent que l'anglais, tant que chacune de ces personnes ne sera pas bilingue. Tout militaire peut, s'il le désire, se faire soigner, mais tant les rapports que les dossiers doivent être préparés en anglais.

Avant de répondre, le ministre a demandé au Commissaire de préciser sa pensée en ce qui concerne le droit du personnel des forces armées à travailler dans la langue de son choix. Le Commissaire lui a fait savoir qu'il reconnaissait la difficulté de toujours, dans tous les cas, d'appliquer les importants principes énoncés dans l'article 2 de la Loi. En effet, il n'y était pas fait état des droits de l'individu, mais de l'égalité de statut des deux langues et il fallait par conséquent, fonder les premiers sur le texte de caractère général, peut-être à dessein, adopté par le Parlement.

Il s'ensuivait que, d'un point de vue purement juridique, l'article 2 ne se trouvait pas observé chaque fois que l'égalité de statut reconnue aux deux langues n'était pas respectée. Spéculativement, il était toujours possible de dire que cette égalité de statut ne serait pas respectée tant que tous les membres des forces armées et tous les fonctionnaires n'auraient pas, en toutes circonstances, l'absolue liberté de travailler dans la langue de leur choix, mais le bon sens suffisait à faire la preuve que, dans la pratique, cette théorie ne pourrait aboutir qu'à une anarchie administrative. Le Parlement avait, du reste, dans d'autres articles de la Loi, laissé au Commissaire le soin d'enquêter sur les cas particuliers, de trancher et de formuler des recommandations. C'est intentionnellement que la Loi devait laisser au Commissaire cette latitude pour exercer son jugement et son bon sens. Et c'est par ce biais que son point de vue de ce qui constitue une infraction à l'égalité de statut des deux langues se fondait sur la législation.

Ces limites, le bon sens pouvait les définir de diverses façons. Selon les circonstances, elles pouvaient porter sur les individus, l'époque, le lieu ou la façon de procéder.

Lorsqu'il essayait de comprendre l'intention du législateur, l'administrateur devait d'abord chercher à déterminer, en se plaçant dans la même optique, si l'égalité de statut conférée aux deux langues était ou non respectée. Aucune des dispositions de la Loi n'habilitait le Commissaire à en donner une interprétation à titre général, ce qui reviendrait à légiférer dans le cadre de l'article 2. Ce qui lui incom- bait, c'était de se faire une opinion en fonction des enquêtes et études spéciales et de faire les recommandations, faisant suite à des plaintes précises, qui constituaient la seule jurisprudence envisagée aux termes de l'article 2 de la Loi.

Un francophone se plaint que l'enseigne devant le Château Laurier à Ottawa « ARMY CADET WEEK OCT 21-27 » soit rédigée uniquement en anglais.

Le ministre a informé le Commissaire que la campagne annuelle de recrutement annoncée par l'enseigne était menée sous les auspices de la Ligue des Cadets de l'Armée, organisme civil indépendant et seul responsable de la publicité unilingue dont faisait état le plaignant. Néanmoins, puisque le ministre appuyait les ligues de cadets de plusieurs manières, il a porté cette plainte à l'attention des représentants de la ligue. Ces derniers ont attribué l'affichage unilingue à une erreur d'un dépôt à la publicité. La Ligue des Cadets de l'Armée a d'ailleurs réaffirmé que sa politique était de communiquer avec le public dans la langue de ce dernier.

Dans le but de prévenir de telles contraventions, le Commissaire a recommandé au ministre d'inviter les ligues de cadets à s'assurer que leur publicité tienne compte des dispositions de la Loi sur les langues officielles.

Le ministre a souligné au Commissaire que les ligues de cadets jouissaient d'une autonomie décisionnelle et juridique en vertu de la charte fédérale octroyée par le ministre de la Consommation et des Corporations et qu'il ne pouvait exiger un comportement donné de la part des ligues de cadets. Toutefois, afin de donner suite à la recommandation du Commissaire, le ministre a invité les diverses ligues de cadets à se conformer aux directives émises dans une communication ministérielle antérieure sur la mise en application de la Loi sur les langues officielles.

Dossier n° 2283—La langue de travail reste l'anglais

Une association francophone porte plainte contre la directive adressée en mai 1973 au médecin-chef de la BFC d'Ottawa (Sud) par les services d'administration de la base. L'officier d'administration (qui fait aussi fonction de conseiller en bilinguisme) y rapporte qu'on lui a signalé que des cadres unilingues de langue anglaise se voient adresser des rapports médicaux en français. Il souligne que la base appuie les mesures ministérielles prévoyant la prestation de services bilingues au public civil et militaire et que, du reste, certains postes de l'effectif ont été désignés « bilingues » dans cette optique. Toutefois, il rappelle que cette attitude de la base ne doit pas être interprétée comme signifiant que, dans le cadre du service, on peut indifféremment employer l'une ou l'autre des langues officielles : la langue de travail de la BFC d'Ottawa reste l'anglais.

sa Direction des expositions et des démonstrations des mesures exigeant l'emploi systématique des deux langues officielles partout où il serait souhaitable de souligner le caractère bilingue des Forces canadiennes, y compris les endroits susceptibles d'être inclus dans un district bilingue éventuel.

Le ministère a informé le Commissaire que la Direction des expositions avait révisé sa politique linguistique et ses méthodes de présentation afin de résoudre le problème. Ainsi, les données publiées par Statistique Canada servaient à déterminer la répartition linguistique des différentes populations. Ces données seraient également mises à la disposition des autres agences que regroupent les Services d'information du ministère. De plus, cette Direction, selon le ministère, obtiendrait des films à double bande sonore et utiliserait un système de projection simultanée. Ceci devrait donner satisfaction au public canadien, quel que soit l'endroit où l'exposition ou la présentation a lieu.

Le Commissaire, qui a pu expérimenter le nouveau système au printemps 1973, s'est dit heureux de constater que le ministère avait trouvé une solution passe-partout à un problème épineux. Il a souligné que les techniques audio-visuelles s'étendaient à plusieurs autres domaines. En particulier, le système de projection simultanée, dans les deux langues officielles, pourrait être avantageusement utilisé dans des programmes de formation du personnel lorsqu'il y a pénurie d'instructeurs bilingues ou que le matériel didactique n'est disponible que dans l'une des deux langues officielles.

Dossier n° 2054—Sans version française

Un père de famille d'Ottawa envoie au Commissaire une lettre et une formule rédigées en anglais par le ministère, faisant partie de la documentation adressée aux étudiants des écoles secondaires, dans une enveloppe appelée « Mailbag ».

Le ministère a fait savoir au Commissaire que la traduction de sa lettre et l'addition d'un timbre-réponse en langue française lui auraient occasionné une forte dépense supplémentaire. Il a ajouté que s'il existait un service en langue française équivalent à celui qu'offrait le « Mailbag », il n'hésiterait pas à l'utiliser. Il s'est dit prêt à faire parvenir une version française de son message ainsi qu'une lettre d'application du directeur du recrutement et de la sélection aux élèves francophones qui auraient pu être lésés dans leurs droits.

Le Commissaire a recommandé au ministère de vérifier soigneusement les listes d'envoi afin que les étudiants francophones fréquentant des institutions scolaires anglaises, et vice-versa, reçoivent toujours les publications gouvernementales dans la langue officielle de leur choix.

Un francophone visite le « Sportsorama » tenu au complexe sportif de Sudbury lors de la dernière fin de semaine d'avril 1973 et rapporte qu'un camion militaire porte des inscriptions bilingues mais que toutes les annonces invitant les gens à voir le film présentée à l'intérieur sont unilingues anglaises, ce qui ne laisse aucun doute quant à la langue du film.

Le ministère a informé le Commissaire que le grief portait probablement sur un enregistrement invitant les gens à visiter la caravane. Les responsables du complexe sportif chargés de la publicité du « Sportsorama » avaient utilisé cet enregistrement dans le cadre du programme général de cette exposition.

Le ministère a reconnu qu'il aurait dû demander aux responsables d'utiliser un enregistrement en français même si le film présenté dans la caravane était uniquement en anglais. Jusqu'alors la politique ministérielle avait été de projeter dans ses caravanes des films anglais là où la population était en majorité anglophone et des films français, dans le cas contraire. Dans les régions où les deux groupes linguistiques étaient relativement importants, le ministère avait expérimenté un programme contenant des films français et anglais, pratique qu'il a par ailleurs adoptée dans la plupart des régions du Nouveau-Brunswick. Ce programme bilingue a eu, selon le ministère, un succès acceptable même si des plaintes ont été formulées par des personnes qui, après avoir fait la queue pour voir un film, se sont aperçues qu'elles assistaient finalement à une projection qui n'était pas dans la langue de leur choix. Ceci s'est produit même si on indiquait clairement les heures de projection des films anglais et français.

Enfin, le ministère a admis que son film au « Sportsorama » aurait dû être présenté dans les deux langues. Il s'est dit conscient de la nécessité d'annoncer ses films et de les présenter dans les deux langues officielles lorsque la composition de la population le justifiait. Le Commissaire a informé le ministère qu'il s'expliquait difficilement pourquoi les responsables de la participation militaire au « Sportsorama » n'avaient pas tenu compte du nombre de francophones à Sudbury qui, selon le recensement de 1971, s'élevait à 24 455 personnes, soit près de 27 % de la population de cette ville. Une telle méconnaissance du besoin, voire de l'obligation du ministère de servir ce public dans la langue de son choix, semblait indiquer que les organisateurs n'avaient pas accès à des informations pertinentes quant à la répartition linguistique de la population canadienne.

Afin d'éviter d'autres erreurs semblables, le Commissaire a recommandé au ministère de veiller à ce que les responsables utilisent au besoin les données publiées par Statistique Canada, et qu'il adopte pour

Le ministère a signalé, en novembre 1974, qu'il estimait avoir satisfait à trois autres recommandations, dont celle ayant trait à la signalisation, qui, rappelons-le, contenait certaines erreurs dans sa version française.

En ce qui concerne la recommandation prévoyant l'affectation d'un traducteur à temps plein à Uplands, l'institution y a répondu en proposant que le service de traduction de son siège continue d'assurer l'exécution des travaux nécessaires à la base. Quant à la dernière recommandation, qui porte sur la prestation de services bilingues à l'entrée principale du quartier, elle n'est toujours que partiellement appliquée, le Corps canadien des commissionnaires (chargé de ces fonctions) n'étant pas en mesure de fournir des agents bilingues en nombre suffisant.

PLAINTES

Dossier n° 1832—En français dans The Montreal Gazette

Une personne de l'ouest du Québec se plaint de ce qu'une annonce destinée aux recrues des forces armées canadiennes n'a été publiée qu'en français dans *The Montreal Gazette*, quotidien anglais.

Le ministère de la Défense nationale a expliqué au Commissaire que, dans le cadre de son plan visant à atteindre dès que possible une proportion de 28 francophones pour 72 anglophones, il désirait recruter en 1972 le même nombre de personnes dans les deux groupes linguistiques pour ses cours fondamentaux de métier. En ce qui concerne les personnes inscrites aux cours de techniciens en génie, le ministère comptait, le 23 février, 25 candidats anglophones mais seulement 10 francophones dont certains ne répondaient pas aux exigences. Le ministère avait donc entrepris une campagne de publicité spéciale pour attirer plus de recrues francophones. L'annonce publicitaire parue en français dans la *Gazette* avait pour but d'attirer les lecteurs francophones du journal.

Le Commissaire a répondu qu'il comprenait très bien que le ministère tenait beaucoup à communiquer son message aux recrues éventuelles, mais que le public anglophone avait néanmoins le droit de lire les communications des organismes fédéraux en anglais dans les journaux publiés dans cette langue.

Le Commissaire a donc recommandé au ministère de faire paraître ces communiqués dans les deux langues ou, tout au moins, dans la langue du journal dans lequel ils sont publiés.

Le ministère de la Défense nationale a accepté la recommandation du Commissaire visant à faire publier les annonces dans la langue du journal ou dans les deux langues.

Comme nous le rapportions dans notre troisième rapport annuel, la Défense nationale avait fait savoir dès octobre 1973 qu'elle avait intégralement repris cinq des dix recommandations formulées à la suite de notre étude spéciale de 1971 ayant pour objet la base d'Uplands. Six ont donné lieu à des recommandations, tandis que, dans 25 cas, les mesures correctives étaient prises dans des délais fort brefs.

Le Bureau a reçu 75 plaintes contre le ministère en 1973-1974. La Défense nationale a volontairement décidé de présenter au Com-
finir, la Défense nationale a volontairement décidé de présenter au Com-
fusion dans les deux langues officielles de sa documentation. Pour
tions internes de son G.Q.G. et arrêté une politique prévoyant la dif-
français langue de travail, l'institution a étudié de près les communica-
et en anglais. Par ailleurs, afin de mieux renforcer la position du
permet de procéder à une projection simultanée des films en français
utile dans le secteur public que privé, la double bande sonore, qui
le ministère a inauguré une technique susceptible de se révéler aussi
fut facultative, près de 7 000 personnes y ont participé. Parallèlement,
de bilinguisme et de biculturalisme. Bien que la présence à ces réunions
en Europe, des séances d'information pour expliquer ses programmes
1973, elle organisait, dans toutes les bases importantes, au Canada et
et du dynamisme qui lui sont coutumiers. C'est ainsi qu'au printemps
continu, depuis l'an dernier, de faire preuve de l'initiative, de l'élan
biculturalisme. Le Commissaire a noté avec plaisir que l'institution a
quinquennal de la Défense nationale en matière de bilinguisme et de
semble pas avoir eu de conséquence fâcheuse sur le plan trois fois
chefs de diamètre insuffisant pour abriter l'occupant de ses cadres ne
L'erreur de calcul qui a fait commander au ministère des couvre-

APPRECIATION

DÉFENSE NATIONALE — « Malbrough s'en va-t-en guerre »

2918	Ottawa	Signe unilingue anglais « NRCL » sur la couverture de la version française du rapport annuel des laboratoires.	Mesures correctives
2950	Ottawa	Document unilingue anglais transmis à un francophone.	Mesures correctives
3215	Ottawa	Une liste d'articles sur des sujets techniques n'offre qu'un choix de langue anglaise.	Mesures correctives

APPRÉCIATION

Il arrive que la science dépasse bel et bien la fiction. Et Jules Verne lui-même n'aurait sans doute jamais cru possible que le français puisse un jour s'emparer de la pierre philosophale anglaise. Or, pendant la période observée dans le présent rapport, le public n'a pu déceler que 14 éléments de service incompatibles avec l'esprit ou la lettre de la Loi sur les langues officielles, et les Fausts du Conseil ont rapidement découvert les formules propres à résoudre ces contradictions. De plus, qu'elle soit rune, Codex ou signal hertzien, ses bibliothécaires tenteront de disséminer dans les deux langues l'information scientifique grosse du choc du futur.

PLAINTES

DOSSIER N°	LIEU	NATURE DE LA PLAINTE	RÉSULTAT
1856, 1872, 1990	Ottawa	Présence du logo anglais dans un quotidien de langue française.	Mesures correctives
1972	Ottawa	Absence de francophones parmi les 18 directeurs scientifiques associés du <i>Journal canadien des sciences de la Terre</i> .	Explications
1996	Ottawa	Sigle unilingue anglais « OHMS » sur le pare-brise d'un camion.	Mesures correctives
2016	Ottawa	Lettre-formule en anglais de la bibliothèque à une institution francophone.	Mesures correctives
2139	Ottawa	Envoi de formules en anglais à un francophone.	Mesures correctives
2280	Ottawa	Un organisme culturel de langue française reçoit un rapport unilingue anglais.	Mesures correctives
2427	Ottawa	Les bibliothèques des ministères et des organismes fédéraux sont repertoriées en anglais seulement dans le <i>Catalogue collectif des publications scientifiques dans les bibliothèques canadiennes</i> .	Mesures correctives
2549	Ottawa	Pas de service en français au Service de consultation de la Bibliothèque scientifique nationale.	Explications
2720	Ottawa	Directeur anglophone unilingue surveillant des francophones	Explications

plus complète émise jusqu'à ce jour par le Secrétaire, avait fait l'objet de quatre recommandations qui semblent être restées lettre morte; en second lieu, dans le cadre du recensement des exigences linguistiques des postes, nous avons recommandé plusieurs mesures que le Secrétaire ne semble pas avoir prises en considération. Enfin, trois recommandations sur la langue de travail attendent toujours une solution.

PLAINTES

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
1870	Ottawa	Cours de langue offerts seulement aux épouses de hauts-fonctionnaires.
2048	Ottawa	Les ministères du gouvernement empêchés de recevoir les TELEX en français.
2274	Ottawa	Erreurs dans le texte français des directives du Conseil du Trésor sur les langues officielles dans la Fonction publique.
2378	Ottawa	Variations dans le texte anglais du manuel des directives du Conseil du Trésor sur les langues officielles dans la Fonction publique.
2460	Ottawa	Formule partiellement bilingue avec en-tête unilingue anglais, remplie en anglais seulement et envoyée à une association française.
3552	Ottawa	Parties de la formule 360-5 du Conseil du Trésor rédigées de façon ambiguë.
2579	Ottawa	Quelques fonctionnaires qui suivent des cours de langue se voient rembourser les frais d'une excursion.
2594	Ottawa	Un fonctionnaire bilingue travaillant dans les deux langues ne reçoit pas la prime de 7%.
2600	Ottawa	Prétendues irrégularités lors d'un concours causées par un manque d'information concernant la dotation des postes bilingues.
2956	Ottawa	Les candidats choisis pour les postes d'analystes de programmes bilingues sont unilingues anglophones.
3111	Ottawa	La version française d'une circulaire sur la distribution des chèques de paye est médiocre.
3211	Ottawa	Lettre rédigée en anglais envoyée à un francophone.

Si l'on se fie uniquement aux commentaires enveloppés que le Secrétaire nous a transmis dans le cadre de notre contrôle de l'application des recommandations faites au terme d'une étude spéciale qu'une plainte déposée par le rédacteur en chef du quotidien montréalais Le Devoir avait provoquée, cinq seulement des 19 recommandations seraient pleinement appliquées et trois ne le seraient que partiellement. Nous sommes sans nouvelles quant aux onze autres recommandations. Espérons que l'an prochain—Année du Secrétaire—verra des résultats qui seront plus à la mesure du rôle de guide que joue le Secrétaire.

Notre étude n'avait pas pour objet d'étudier le statut des langues officielles au sein même de l'organisme, mais plutôt d'évaluer le Secrétaire du Conseil du trésor à titre d'employeur et de gestionnaire de la fonction publique dans le domaine des langues officielles, et d'apprécier ainsi l'efficacité des dispositions prises par le Secrétaire pour que la Loi sur les langues officielles soit respectée par les ministères et organismes fédéraux.

Parmi les activités dont le Secrétaire a fait état, on remarque particulièrement la structuration et l'importance accrue de la Direction des langues officielles, les mesures prévues dans la circulaire 1973-88 pour veiller au respect de la Loi sur les langues officielles dans le cadre du recensement des exigences linguistiques des postes, et les efforts de la Direction de la politique administrative pour tenir compte, dans ses directives, de ses obligations envers la Loi. Enfin le Conseil du trésor a jusqu'à présent mis à la disposition du Commissaire les statistiques détaillées relatives à l'identification des exigences linguistiques des postes.

Malheureusement, le zèle du Secrétaire est plein de modération et de procrastination; et s'il « se penche » avec une certaine persévérance sur bien des problèmes, le but est loin d'être atteint, comme en témoigne la prolifération des verbes au temps futur lorsqu'il énumère ses « réalisations ». Car il faut bien constater finalement qu'aucune action concrète n'est venue confirmer à ce jour ses intentions de donner suite à la seconde partie de la Résolution du Parlement de juin 1973, bien que la Direction des langues officielles déclare prochaine l'annonce d'une politique sur la langue de travail et bien que, par l'intermédiaire de la Direction de la politique administrative, des mesures d'importance relées à la diffusion du symbole fédéral soient imminentes. D'autre part, rien n'indique que le Secrétaire ait contrôlé l'application des recommandations que nous adressons aux ministères et aux organismes de l'Etat, recommandations qui lui sont pourtant parvenues régulièrement par l'entremise du greffier du Conseil privé.

Nos recommandations abordaient deux autres sujets d'importance. D'abord, la mise à jour et la préparation de procédures en vue de l'application des objectifs de la circulaire 1971-21 de mars 1971, la

Mais c'est avec admiration plutôt qu'avec jalousie qu'il faut relever que tout ce renue-ménage est loin d'être vain. Il existe en effet des signes avant-coureurs qui font espérer que nous entrons enfin dans l'Année du Secrétaire du Conseil du trésor : sa Direction des langues officielles a consolidé son leadership auprès des ministères qu'elle gère en matière de « bilinguisme ». Elle a également précisé ses objectifs et commencé à envisager sérieusement un contrôle de la réforme linguistique. Des résultats tangibles devraient donc se manifester au cours des douze prochains mois, sous forme de lignes de conduite (dans le domaine de la langue de travail en particulier), de programmes et de procédures administratives bien arrêtés, propres à assurer une mise en œuvre accomplie de la Loi sur les langues officielles.

Est-il un autre endroit où les courtisans ont le loisir de s'entre-séduire à coup de mémoires destinées au Conseil des ministres ? Peu nous chaut qu'il y ait, à coup sûr, consommation : nous sommes au Parnasse, où seul l'art compte. Parade des réorganisations administratives, carrousel des monographies, conscription des conseillers—voilà de quoi donner un vertige légèrement teinté de jalousie à un observateur bureaucratiquement fraternel.

APPRÉCIATION

CONSEIL DU TRÉSOR—« La lettre de Ti-Cul La chance à son premier sous-ministre »

2658	Kirkland Lake (Ontario)	Dans l'annuaire téléphonique de la région de Kirkland Lake, les institutions gouvernementales ne sont données qu'en anglais.	Mesures correctives
2926	Ottawa	Un anglophone se voit refuser les services d'un moniteur de français.	Explications
2975	Ottawa	Une standardiste répond en anglais à un francophone.	Explications
3123	Vancouver	Toutes les inscriptions ne sont pas bilingues dans l'annuaire du gouvernement.	Mesures correctives
3236	Windsor	L'annuaire du gouvernement n'est pas bilingue.	Mesures correctives
3272	Ottawa	Les affiches posées sur des objets prêtés à l'Exposition du Canada central seraient unilingues anglaises.	Non fondée

2) à l'avenir toutes les publications ministérielles, y compris celles à l'usage des services techniques, soient simultanément diffusées en anglais et en français, de préférence en édition bilingue.

Le ministère a répondu ce qui suit :

1) La version française du guide MS-1 serait mise sous presse le 15 octobre. La traduction des quatre autres manuels était achevée, et il ne restait plus qu'à en faire la révision définitive et à préparer l'exemplaire à remettre à l'imprimeur. Le tout devrait être achevé le 31 décembre 1974 au plus tard.

2) Le ministère appliquait depuis un certain temps une politique prévoyant la publication simultanée, en anglais et en français, de ses nouveaux documents. Les manuels incriminés avaient, eux, été publiés plus de dix ans auparavant par le ministère des Transports et la soudaine nécessité de faire traduire ces guides (plus d'un demi-million de mots) avait lourdement pesé sur ses services de traduction. Ceux-ci avaient en conséquence été contraints d'échelonner ce travail sur une période de temps relativement longue, ce qui expliquait les retards enregistrés dans la publication des textes.

Le ministère a par ailleurs signalé qu'il espérait recevoir une réponse favorable à la requête présentée au Secrétariat d'Etat en vue d'obtenir des traducteurs supplémentaires.

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
1852	Ottawa	Au numéro principal du gouvernement une des réceptionnistes ne répond qu'en français. Mesures correctives
2034	Ottawa	La résidence du Gouverneur Général n'est donnée qu'en anglais dans l'annuaire du gouvernement : Rideau Hall. Mesures correctives
2085	Moncton Halifax	Les annuaires téléphoniques du gouvernement des petits centres ne sont rédigés qu'en anglais. Mesures correctives
2131	Edmonton	Absence de service en français au bureau de renseignements du gouvernement fédéral à Edmonton. Mesures correctives
2164	St-Jean (Terre-Neuve)	Un fonctionnaire veut suivre des cours de français. Explications
2329	Ottawa	Pas de services téléphoniques en français au standard du Centre de recherches sur les communications, Shirley Bay. Mesures correctives
2412	Ottawa	Standardiste anglophone unilingue au service de réparations des lignes téléphoniques du gouvernement. Mesures correctives

tère des Affaires extérieures et le secrétaire du Conseil du trésor, et fera des recommandations sur les mesures à prendre et sur les ressources nécessaires. Le comité prévoyait terminer l'étude en février 1975.

Au Canada, les listes des répertoires pourraient être rendues bilingues dès la publication du Guide de symbolisation fédérale préparé par Information Canada. Sa mise en circulation était prévue pour novembre 1974. Étant donné qu'il existe quelque 200 répertoires (dont celui du Télèx), il fallait au ministère environ trois ans pour atteindre son objectif. Ces prévisions se fondaient sur le cycle annuel de production des répertoires et sur la période prévue pour la distribution. Le ministère s'apprêtait à demander au Conseil du trésor les ressources nécessaires. Entre-temps, des mesures avaient été prises dans tous les ministères et organismes pour que tous les répertoires soient publiés régulièrement dans les deux langues officielles dans les régions bilingues. Quant aux répertoires encore unilingues en décembre 1974, la situation, au Canada, était la suivante :

a) Régions bilingues : sur un total de 39 répertoires, 29 seraient bilingues à 100 % ; trois le seraient à 90 % ; un à 85 % ; 5 à 75 % et celui de Vancouver à 35 %. Tous le seraient à 100 % d'ici le milieu de 1975.

b) Autres répertoires canadiens : environ 200 répertoires, dont celui du Télèx, seraient modifiés et deviendraient bilingues d'ici décembre 1977.

Le Commissaire a indiqué au ministère qu'il était satisfait des mesures prises.

Dossier n° 3170—Manuels en anglais

Un francophone signale à l'attention du Commissaire la brochure intitulée *Monitoring Service Manual: MS-1 Operations (2nd edition)*, dont il n'existe pas de version française.

Le ministère a précisé qu'il s'agissait d'un des vingt et un guides à l'usage de ses inspecteurs radio et autres agents des services techniques, que quinze de ces manuels avaient déjà été traduits, imprimés et distribués et que la version française du volume en question devrait être disponible sous peu puisqu'il était traduit et en cours de révision.

Après avoir fait observer que si la version française de ce guide devait paraître prochainement, cinq manuels restaient à traduire et qu'il y avait, à son avis, infraction à la Loi sur les langues officielles, le Commissaire a recommandé que :

1) les cinq volumes qui n'avaient pas encore été publiés en français le soient d'ici le 21 mars 1975;

télépathie, s'il est une chose plus agaçante que de se tromper de numéro, c'est bien de ne pouvoir trouver celui qu'on cherche dans l'annuaire. Bon nombre des 16 plaintes déposées contre le ministère portait sur ses services téléphoniques, et plus particulièrement sur l'absence de téléphonistes francophones et d'insertions en français dans les répertoires. Et si deux de ces plaintes ont amené le Commissaire à recommander certaines améliorations, notons que rien n'est venu perturber les contacts entre les deux organismes : ni circuits sursaturés, ni lignes en désarroi, ni ruptures aussi soudaines qu'inexplicables des numéros de téléphone gouvernementaux continuent de figurer en regard d'inscriptions unilingues, le ministère a fait diligence pour satisfaire, voire devancer, les plaignants. Enfin, une légende outaouaise veut qu'au ministère des Communications, les linottes des îles, gardiennes des standards téléphoniques, auraient même été surprises à gazer dans la langue de leur interlocuteur.

PLAINTES

Dossier n° 1579—Annuaire téléphonique

Un francophone remarque que la mention des organismes fédéraux est faite uniquement en anglais dans l'annuaire téléphonique de Goose

Bay.

Le ministère a informé le Commissaire qu'il avait déjà pris des dispositions afin que les inscriptions de tous les organismes fédéraux dans les annuaires téléphoniques des localités situées dans les régions bilingues soient faites dans les deux langues officielles. Ce programme devait être achevé en décembre 1974 et comprenait toutes les principales villes du pays. La ville de Goose Bay étant située dans une région où la minorité francophone est assez restreinte, cette dernière ne serait pas touchée par le programme.

Le Commissaire a recommandé au ministère d'étendre ce programme aux autres villes canadiennes et étrangères où sont situés des bureaux fédéraux.

En septembre 1974, le ministère a informé le Commissaire que la mise en application de sa recommandation exigeait des fonds supplémentaires ainsi qu'un changement approprié de sa politique. Il avait écrit au Conseil du trésor à ce sujet.

Le Conseil du trésor par la suite a recommandé qu'une étude soit entreprise afin d'examiner la situation à l'étranger. Un comité mixte comprenant l'Agence des Télécommunications gouvernementales et l'In-formation Canada a été chargé de l'étude, en collaboration avec le minis-

En cette époque d'hypermultiplication des systèmes de communication, de la table d'écoute « maison » au télex en passant par la

APPRECIATION

COMMUNICATIONS—« Tu parles trop »

2871	Ottawa	Qualité médiocre du français dans « Décisions spéciales du Comité d'appel ».	Explications
2889	Vancouver	Impossibilité de faire passer un test de connaissance de l'anglais à un francophone.	Non fondée
2905	Ottawa	Un candidat désire passer une entrevue en anglais et en français, mais il n'est interrogé qu'en anglais.	Non fondée
2930	Ottawa	Cours de langue peu intéressants et examens inadéquats.	Explications
2945	Montréal	Un fonctionnaire bilingue demande pourquoi il lui faut à nouveau se soumettre à un examen de connaissance linguistique.	Explications
2949	Edmonton	Personne forcée de commencer un cours de langue à un niveau trop élevé.	Retrait
2966	Moncton	Début d'un cours de langue retardé sans raison.	Explications
2967	Ottawa	Cours de « Secrétaire efficace » donné en anglais à des francophones.	Explications
2971	North Bay (Ontario)	Défaut d'expliquer la marche à suivre pour la dotation de postes bilingues.	Explications
3079	Montréal	Un fonctionnaire bilingue se demande pourquoi il doit subir à nouveau l'examen de connaissance de la langue.	Explications
3080	Ottawa	Un fonctionnaire désire fréquenter l'école de langue à Ottawa plutôt qu'à Hull.	Explications
3140	Montréal	Retard à publier un avis de concours dans un journal francophone.	Non fondée
3143	Ottawa	Les membres de la Chambre des communes ne peuvent obtenir de cours de langue lorsque le Parlement ne siège pas.	Service rendu
3241, 3347	Ottawa	Des fonctionnaires qui travaillent depuis des années dans les deux langues officielles s'opposent à l'obligation de subir à nouveau l'examen de connaissance de la langue.	Explications

2354	Ottawa	Panneau unilingue.	Mesures correctives
2398	Ottawa	On exige qu'un fonctionnaire subisse un test avant de poursuivre un cours de langue.	Explications
2446	Montréal	Un candidat francophone est forcé de s'exprimer en anglais lors d'une entrevue.	Mesures correctives
2479	Ottawa	Réponse en anglais à une lettre rédigée en français.	Mesures correctives
2515	Ottawa	Un fonctionnaire qui s'est porté volontaire pour des cours de langue s'est vu retirer son traitement provisoire.	Renvoi
2518	Ottawa	Peu de cours de perfectionnement professionnel disponibles en français.	Explications
2560	Ottawa	Directeur et secrétaire anglophones unilingues dans une division composée en majeure partie de francophones.	Explications
2571	Ottawa	Un fonctionnaire est retiré des cours de langue.	Explications
2599	Ottawa	Résultats de tests linguistiques non reçus.	Service rendu
2665	Ottawa	Réceptionniste incapable de répondre en français au Bureau de la formation et du perfectionnement du personnel.	Mesures correctives
2677	Ottawa	Un candidat éprouve de la difficulté à obtenir un poste de professeur de langue.	Renvoi
2679	Ottawa	Les cours de l'Alliance Française à l'intention des épouses de parlementaires sont axés sur la France.	Explications
2693	Ottawa	Lettre écrite en mauvais français et tampon unilingue anglais.	Explications
2706	Toronto	Un fonctionnaire refuse de l'avancement parce que les cours de langue ne sont disponibles qu'à Ottawa.	Explications
2718	Ottawa	Examen de connaissance de la langue prétendument favorable aux anglophones.	Explications
2722	Halifax	Réponse en anglais à une lettre rédigée en français.	Mesures correctives
2733, 2914	Ottawa	Tampon unilingue.	Mesures correctives
2756	Ottawa	Organigramme en anglais seulement.	Explications
2861	Ottawa	Note de service rédigée en anglais envoyée à un employé francophone.	Explications

1910	Ottawa	Le cours de langue d'un fonctionnaire est interrompu.	Renvoi
1931	Ottawa	Un candidat ne réussit pas à obtenir un poste de professeur de français.	Renvoi
1938	Ottawa	Lettre écrite en mauvais français.	Mesures correctives
1969	Ottawa	Un fonctionnaire s'oppose au fait que le moniteur de langue appelle sa province Colombie Canadienne.	Renvoi
2002	Ottawa	Une spécialiste en linguistique prétend qu'elle fait l'objet de discrimination parce que le français n'est pas sa langue maternelle.	Renvoi
2017, 2800	Ottawa	Réceptionniste anglophone unilingue à la division des Cadres socio-économiques.	Mesures correctives
2019	Toronto	On n'a pas reconnu que le candidat connaissait les deux langues officielles.	Retrait
2051	Montréal	Prime de 7 % pour le bilinguisme.	Explications
2067	Edmonton	Demande d'information sur les possibilités de carrière dans la Fonction publique pour les diplômés d'écoles bilingues.	Service rendu
2068	Montréal	Un statisticien s'interroge sur la possibilité d'obtenir un poste dans la fonction publique.	Service rendu
2078	Winnipeg	L'école du Bureau des langues manque d'étudiants.	Explications
2091	Ottawa	Un candidat à un poste de professeur de langue demande de poser sa candidature dans les deux langues officielles.	Mesures correctives
2129	Ottawa	Le personnel d'une unité de langue française s'élève contre le français très pauvre d'une présentation.	Service rendu
2162	Ottawa	Des cours de classification sont offerts en anglais seulement.	Explications
2193	Montréal	Une fonctionnaire anglophone ne réussit pas à obtenir de mutation pour suivre son mari à Montréal.	Renvoi
2216	Ottawa	Un fonctionnaire est retiré des cours de langue.	Service rendu
2219	Ottawa	On accuse réception en anglais d'une candidature posée en français.	Mesures correctives
2343	Ottawa	Mauvaise qualité de l'anglais d'un formulaire bilingue.	Mesures correctives

1902	Ottawa	Réponse en anglais à une lettre rédigée en français.	Mesures correctives
1843	Ottawa	Cours offerts par Berlitz axés sur la France.	Explications correctives
1829	Ottawa	Questionnaire écrit en mauvais français.	Mesures correctives

DOSSIER N° LIEU NATURE DE LA PLAINTE RÉSULTAT

La Commission a accepté cette recommandation et a assuré le Com-
sairé que les mesures nécessaires avaient été prises pour la mettre en
un seul document.
formules soient dorénavant publiées dans les deux langues officielles en
des mesures temporaires de ce genre. Il a demandé aussi que toutes les
Le Commissaire a recommandé à l'institution de cesser de prendre
plaires unilingues.
maintenant disponible. Par conséquent, on avait détruit tous les exem-
étaient servis par inadvertance et qu'une nouvelle formule bilingue était
internes d'une section seulement. Elle a ajouté que d'autres sections s'en
rairement jusqu'à l'impression d'un document bilingue et ce pour fins
La Commission a répondu que la formule incriminée servait tempo-
unilingue anglaise au Commissaire.
français et les francophones. Il fait parvenir un exemplaire d'une formule
ment de la Commission de la fonction publique affiche du mépris pour le
Un francophone prétend que la Direction générale du Perfectionne-
Dossier n° 3149—Formule unilingue anglaise

des cours intensifs de français.
Le Commissaire a appris par la suite que le Conseil du trésor avait
autorisé le ministère à envoyer le plaignant dans une école privée pour
préhension.
aux cours de langue ait été neutralisé par le manque ultérieur de com-
que le geste initial de générosité qui a mené à l'admission du candidat
entre le Bureau des langues et le plaignant, et il a trouvé regrettable
Le Commissaire a déploré le manque apparent de communication
pour déterminer celle qui était la mieux adaptée à ses besoins, mais
sans succès. C'est pourquoi il a finalement été décidé de retirer le
plaignant des cours.
La Commission a répondu que le plaignant était peu doué pour
les langues. Étant donné que son poste ne demandait pas de connais-
sances linguistiques très approfondies, on lui avait donné l'occasion de
suivre des cours de langue. Diverses méthodes avaient été mises à l'essai
pour déterminer celle qui était la mieux adaptée à ses besoins, mais
sans succès. C'est pourquoi il a finalement été décidé de retirer le
plaignant des cours.

ainsi l'aider à patienter. L'entrevue s'était, elle, déroulée entièrement en français.

Le Commissaire a avisé la Commission de la fonction publique du fait qu'à son avis, la sollicitude qu'elle avait manifestée au postulant en lui communiquant un exposé détaillé des fonctions rédigé en anglais avait abouti à une violation de la Loi sur les langues officielles, du fait qu'il était de langue française. Il a ajouté que la pratique qui consiste à mettre à la disposition de tout candidat des documents internes écrits en une seule langue était discriminatoire en ce qu'elle déniait aux unilingues qui ne savaient pas cette langue toute possibilité d'accéder à des renseignements complémentaires susceptibles de leur être utiles au moment de l'entrevue. En conséquence, il a recommandé à la Commission de veiller à ce qu'à l'avenir, nulle information complémentaire ne soit transmise aux candidats de l'un des deux groupes linguistiques à moins que ceux de l'autre ne puissent s'en prévaloir dans leur langue.

La Commission de la fonction publique s'est dit d'accord avec le Commissaire et lui a assuré qu'elle avait pour principe de diffuser dans les deux langues toute l'information qu'elle destine au public. Dans le cas signalé par la plainte, il y avait de toute évidence eu omission et la Commission, reconnaissant l'importance qu'il y avait à ne pas laisser se reproduire un incident de ce genre, avait demandé à ses bureaux régionaux et au personnel compétent de son siège d'exercer une vigilance toute particulière à cet égard.

Dossier n° 2991 — Une école privée

Un jeune commis anglophone soutient que le Bureau des langues a agi injustement à son égard et il demande au Commissaire d'intervenir.

Il explique qu'après avoir été reçu à un concours visant à combler un poste bilingue, on lui a fait suivre des cours de langue puis qu'il avait consenti à apprendre le français. Il rapporte qu'en l'espace de douze semaines, il a eu entre 20 et 25 professeurs et il a dû s'adapter à trois méthodes d'enseignement différentes, après quoi il a été prié par le Bureau des langues de se retirer des cours. Il a demandé que son cas soit examiné par le Comité de révision linguistique qui a confirmé la décision de retrait du plaignant des cours de langue. Il estime avoir été très bousculé. Il déclare que le traitement qu'il a reçu est, à son avis, contraire à la résolution adoptée par le Parlement en juin 1973 de donner aux fonctionnaires unilingues l'occasion d'apprendre l'autre langue officielle dans un délai raisonnable.

Le Commissaire a expliqué que les questions de ce genre ne sont pas de son ressort, mais qu'il était disposé, néanmoins, à soulever officiellement la question auprès de la Commission de la fonction publique.

Si l'exposé détaillé des fonctions, rédigé en anglais, avait été remis au plaignant, bien que normalement les candidats n'en reçoivent que le résumé, c'était d'une part, parce qu'il avait indiqué dans son formulaire Permatri que sa connaissance de la langue seconde était « excellente » et d'autre part, parce que, comme il était arrivé un peu tôt, on espérait

La Commission de la fonction publique a informé le Commissaire que ce poste n'avait pas été annoncé par avis de concours, mais que le plaignant avait été sélectionné par la méthode Permatri, et qu'un résumé des fonctions de l'emploi accompagnait la lettre lui demandant de faire savoir s'il désirait être convoqué à une entrevue.

Un candidat francophone au concours n° 74-412-PEN-5137 (bi-bibliothèque régionale—Service canadien des pénitenciers) déclare que, lors de l'entrevue à laquelle il a été convoqué Place du Canada, à Montréal, le 13 mars 1974, on ne lui a accordé que quelques minutes pour lire les cinq pages où étaient décrites, uniquement en anglais, les fonctions affectées à l'emploi qu'il postulait. Il ajoute s'être fait dire par l'un des membres du comité d'entrevue que le document n'avait été préparé qu'en anglais.

Dossier n° 2929—Un résumé des fonctions en anglais seulement

(voir plus haut).

Le Commissaire a formulé des recommandations au sujet de l'offre de cours dans les deux langues officielles à la suite d'une étude spéciale

Toutefois, avant d'annuler un cours, les responsables étudient soigneusement l'ensemble des facteurs pouvant motiver une telle décision. Parmi ces facteurs, il convient de citer le rapport entre la méthode d'enseignement et le milieu d'apprentissage (une participation restreinte peut diminuer la qualité de certains cours), le coût comparé au rendement, compte tenu du temps déjà consacré à la planification, à l'élaboration et à l'administration et enfin, la politique d'autofinancement à laquelle la Direction est tenue en vertu même de son mandat. C'est ainsi qu'un minimum de 25 participants est généralement requis pour couvrir les frais d'opérations. La décision d'annuler un cours n'est jamais prise à la légère et ne s'appuie jamais sur une seule considération mais sur un ensemble de facteurs.

Enfin, pour ce qui est des annulations, la Direction a déclaré qu'un cours pouvait être annulé pour diverses raisons comme par exemple un nombre insuffisant d'inscriptions. C'est ainsi que par le passé, des cours tant français qu'anglais avaient fait l'objet d'annulations.

La Direction a affirmé qu'elle avait comme politique d'élaborer tous les nouveaux cours dans les deux langues officielles mais a admis que certains cours pouvaient ne pas l'être en raison de circonstances exceptionnelles.

Un groupe de professeurs de français à l'emploi du gouvernement du Canada déplore la nomination d'un anglophone unilingue au poste d'administrateur de leur unité.

La Commission a répondu que la nomination de la personne en cause avait été, au début, de nature temporaire et avait eu pour but de répondre aux besoins pressants dictés par l'aménagement de l'unité en question dans un nouvel immeuble. Le poste était maintenant considéré comme un poste permanent et devait être identifié sous peu comme bilingue.

Quant à l'administrateur, il avait déjà suivi des cours de français et devait suivre des cours intensifs dans cette langue dans un avenir prochain. D'ailleurs, son chef immédiat était bilingue et parfaitement qualifié pour s'occuper de l'unité en français. De toute façon, un agent bilingue devait assurer le service administratif, à titre honoraire, pendant l'absence de cet administrateur à ses cours de langue.

Dossier n° 2678—Direction du perfectionnement

Un francophone fait parvenir au Commissaire une série de griefs concernant la Direction du perfectionnement de la Commission de la fonction publique.

Il se plaint entre autres qu'un annuaire téléphonique de la Direction contient plusieurs erreurs de traduction, que les cours de perfectionnement ne sont pas tous offerts dans les deux langues officielles, que certains cours ne sont que des traductions de cours élaborés en anglais et qu'enfin, certains cours devant être donnés en français l'objet d'annulations arbitraires.

La Commission a informé le Commissaire que l'annuaire téléphonique en question n'était pas un annuaire officiel. Il avait été imprimé pour des raisons d'ordre pratique et les erreurs mentionnées par le plaignant étaient des erreurs administratives imputables à un employé de soutien bien intentionné qui avait préparé l'annuaire de sa propre initiative. Toutefois, la Direction a assuré le Commissaire qu'elle portera désormais une attention particulière à tous les documents destinés au personnel.

En ce qui concerne les cours offerts en français, la Direction a déclaré avoir réalisé de grands progrès jusqu'à présent.

Au cours de l'année financière 1973-1974, 34 des 65 cours portant sur la gestion et la formation des cadres étaient offerts en français. Il est prévu qu'au cours de l'année 1974-1975, 23 cours en français s'ajouteront à la liste et qu'à la fin de l'année 1975-1976, la totalité des cours seront offerts dans les deux langues officielles.

faite de rendre ses décisions dans les deux langues officielles. Elle a en outre déclaré que sa décision d'appuyer ou d'opposer une demande d'extension de délai d'appel devant la Cour fédérale—si une telle demande résultait d'un retard à rendre une décision dans la seconde langue officielle—dépendrait des circonstances qui avaient occasionné ce délai.

Dossier n° 1940—PLAN

Un ingénieur anglophone se plaint de ce qu'un avis de concours relatif à un poste d'ingénieur mécanicien a été publié en français seulement dans *PLAN*, la publication bilingue de la Corporation des ingénieurs du Québec, alors que des candidats unilingues et bilingues étaient admissibles.

La Commission de la fonction publique a informé le Commissaire qu'elle avait eu de la difficulté à trouver un titulaire pour ce poste. L'annonce a été publiée dans *PLAN* à la dernière minute, la Commission n'étant d'ailleurs pas au courant qu'il s'agissait d'une publication bilingue, car elle n'avait pas eu l'occasion de recourir à ses services auparavant. Le concours avait antérieurement été annoncé dans les deux langues officielles par les organes d'information.

Comme la vacance n'avait pas encore été pourvue au moment où la plainte a été déposée, le Commissaire a recommandé qu'un avis bilingue soit publié dans le numéro suivant de *PLAN*.

L'avis bilingue est paru dans le *PLAN* du mois d'août 1973.

Dossier n° 1975—Toronto

Deux personnes ayant à communiquer avec le bureau régional de Toronto de la Commission constatent que la réceptionniste, anglophone unilingue, ne peut offrir des services en français.

La Commission a répondu qu'au moins cinq employés à ce bureau étaient bilingues et que normalement la réceptionniste pouvait faire appel à l'un d'eux lorsqu'un client s'adressait à elle en français.

Puisque la réceptionniste était appelée à accueillir les visiteurs et à acheminer tous les appels téléphoniques, le Commissaire était d'avis qu'il importait que son poste soit identifié comme bilingue. Il a fait une recommandation dans ce sens en notant que la ville de Toronto comptait 45 570 francophones.

Après quelques hésitations, la Commission a pris les mesures administratives nécessaires pour assurer des services bilingues à la réception à ce bureau.

La Commission de la fonction publique a expliqué que les appels étaient entendus dans la langue choisie par l'appelant et que la décision était rendue dans la même langue.

C'était une question d'interprétation de l'article 5 (1) de la Loi sur les langues officielles, qui est ainsi conçu :

Les décisions, ordonnances et jugements finals, avec les motifs y afférents, émis par un organisme judiciaire ou quasi-judiciaire créé en vertu d'une loi du Parlement du Canada, seront tous émis dans les deux langues officielles lorsque la décision, l'ordonnance ou le jugement tranche une question de droit présentant de l'intérêt ou de l'importance pour le public en général ou lorsque les procédures y afférentes se sont déroulées, en totalité ou en partie, dans les deux langues officielles.

Le Commissaire a obtenu une opinion juridique quant à l'application de cet article aux décisions de la Direction des appels. Selon cette opinion, même si les précédents ne permettaient pas d'établir une définition claire et simple d'un organisme « quasi-judiciaire », on pouvait considérer comme tel la Direction des appels. Toutefois, même si l'article spécifiait « décision, ordonnance ou jugement (qui) tranche une question de droit présentant de l'intérêt ou de l'importance pour le public en général », l'on ne pouvait raisonnablement interpréter ces termes dans un sens qui amènerait *toutes* les décisions de la Direction des appels à être nécessairement rendues dans les deux langues officielles. Toujours selon l'opinion juridique, même si, aux termes de l'article 9 (1), on considérait le syndicat comme faisant partie du « public » pour la Direction des appels, l'article 5 (1) indiquait bien qu'il n'était pas dans l'intention du Parlement d'étendre l'application de l'article 9 (1) à la décision de la Direction des appels et aux motifs qu'elle comportait.

L'article 31 (1) et (2)b) donne au Commissaire des pouvoirs étendus de recommandation dans toute situation allant à l'encontre de l'esprit de la Loi et de l'intention du législateur. Le Commissaire a donc recommandé à la Direction des appels de la Commission de la fonction publique d'interpréter largement et généreusement les mots « une question de droit présentant de l'intérêt ou de l'importance », et d'accéder à toutes les demandes raisonnables visant à obtenir que les décisions (ainsi que leurs motifs) soient rendues dans les deux langues officielles, qu'il y soit prévu ou non un appel devant la Cour fédérale. Le Commissaire a en outre proposé à la Direction des appels de la Commission de la fonction publique d'agréer ou d'appuyer la demande d'extension de délai d'appel devant la Cour fédérale, dans le cas qui a incité le syndicat à déposer une plainte.

La Commission de la fonction publique a avisé le syndicat qu'elle était disposée à accepter, en principe, les recommandations du Commissaire et qu'elle accèderait à toute demande raisonnable qui lui serait

de performance linguistique que les tests utilisés par le coordonnateur du programme des langues officielles pour déterminer les aptitudes réelles,

(a) de faire une étude pour déterminer si les tests d'aptitude du Bureau des langues sont directement en rapport avec l'examen de connaissance de la langue; et,

(b) si cette étude révèle que les tests ne le sont pas, de prendre les mesures nécessaires pour qu'ils le soient d'ici le 31 juillet 1976;

(16) afin que l'évaluation des aptitudes d'apprentissage de la langue des candidats des deux groupes reçoive une attention égale, de rendre équivalents les tests utilisés pour les deux groupes linguistiques;

(17) afin de permettre l'évaluation de la compétence linguistique d'un candidat à un poste où la connaissance du français ou de l'anglais est essentielle, et pour lequel la langue demandée n'est pas la langue première du candidat,

(a) d'établir, pour les postes unilingues, les exigences linguistiques d'après les besoins réels des postes;

(b) d'introduire un processus standardisé pour évaluer, selon les mêmes méthodes et d'après les mêmes normes, les connaissances linguistiques des candidats dans le cas où la langue demandée pour le poste n'est pas la langue première du candidat;

(c) de tenir le Commissaire aux langues officielles au courant des progrès réalisés au regard de (a) et de (b) ci-dessus;

(18) comme on possède peu de données sur la façon dont les postes bilingues répondent aux exigences de la Loi sur les langues officielles,

(a) de réaliser une étude pour déterminer si les profils linguistiques des postes bilingues correspondent bien aux exigences linguistiques réelles des postes et de prendre les mesures correctives qui s'imposent, d'ici le 30 avril 1976, en ce qui concerne les postes bilingues déjà « identifiés », ce processus étant continu;

(b) d'entreprendre une étude pour déterminer si les critères linguistiques servant à tracer les profils linguistiques sont les mêmes que ceux qui ont servi à la préparation de l'Examen de connaissance de la langue, et de prendre les mesures correctives qui s'imposent d'ici le 30 avril 1976 dans les cas où les critères diffèrent.

PLAINTES

Dossier n° 1882—Direction des appels

Un syndicat représentant des fonctionnaires se plaint au Commissaire pour la raison suivante : les décisions de la Direction des appels de la Commission de la fonction publique étant unilingues, ce syndicat est obligé de les traduire lui-même et éprouve de ce fait de la difficulté à satisfaire aux délais d'appel devant la Cour fédérale. Le syndicat se sert également des décisions de la Direction des appels pour indiquer à ses agents comment traiter les cas semblables.

le 31 décembre 1974, une campagne spéciale d'information sur l'existence de ces cours;

(10) afin de garantir l'égalité d'accès aux cours du BFPF en français et en anglais, dans le cas où un cours offert dans les deux langues officielles ne serait pas rentable dans une langue, suivant le principe de recouvrement des frais du BFPF, de trouver d'autres moyens de l'offrir, cette mesure s'appliquant immédiatement;

(11) afin que les deux groupes linguistiques aient des possibilités égales de participer dans la langue de leur choix, aux cours du programme Cours et affectations de perfectionnement (CAP),

(a) d'offrir en français les cours des CAP à partir de 1975;

(b) de s'assurer que les cours des CAP soient également accessibles (compte tenu de la fréquence et de l'endroit), proportionnellement à la demande, dans les deux langues, dès 1976;

(12) afin que dans toute la fonction publique, on s'entende sur la nature d'un cours bilingue du BFPF, d'émettre par l'intermédiaire du BFPF des directives en vue d'une définition pratique d'un tel cours d'après les critères suivants : exigences linguistiques à satisfaire par les élèves, nombre de groupes de travail et de cours prévus dans chaque langue ou dans les deux langues, nombre de participants de chaque groupe linguistique, nombre de textes, de documents et quantité de matériel audio-visuel dans chaque langue et prestation de services d'interprétation simultanée; ces directives doivent être émises d'ici le 28 février 1975;

APPRENTISSAGE DE LA LANGUE

(13) comme le fonctionnaire qui a une connaissance générale de la langue seconde peut difficilement s'acquitter de ses fonctions dans des situations où l'emploi d'une langue spécialisée s'impose, d'organiser des cours de langue spécialisés à l'intention des fonctionnaires qui, à son avis, ont besoin d'une formation complémentaire, et de déterminer en outre les exigences relatives à ces cours d'ici le 30 avril 1975;

(14) comme les objectifs connus du Bureau des langues et la nature du test actuellement utilisé pour déterminer les aptitudes linguistiques suggèrent fortement qu'on met l'accent sur la compétence bilingue passive plutôt que sur la compétence active et comme de nombreux postes exigent une connaissance active incluable, d'orienter davantage la formation linguistique et les tests correspondants, et l'examen de connaissance de la langue vers l'acquisition de compétences linguistiques actives, pour les postes qui en demandent;

EXIGENCES EN MATIÈRE D'APTITUDES LINGUISTIQUES

(15) afin de s'assurer que les tests utilisés par le Bureau des langues pour évaluer les progrès de l'élève mesurent les mêmes dimensions sous-jacentes

- (5) afin que les candidats des deux groupes linguistiques puissent avoir des occasions égales de s'exprimer et de se faire entendre dans leur langue au cours d'une entrevue,
- (a) de s'assurer de la capacité de tous les membres d'un jury de sélection, faisant partie ou non de la fonction publique, de communiquer pleinement avec le candidat dans la langue de son choix;
- (b) de s'assurer qu'en aucune circonstance un membre d'un jury de sélection ne demande à un candidat d'accepter que l'entrevue se déroule dans la langue officielle autre que celle qu'il a choisie avant l'entrevue; et de procéder, en vue d'assurer l'application des recommandations précédentes, à des vérifications régulières de cet aspect des réunions des jurys de sélection d'ici le 30 septembre 1975;
- (c) d'émettre les directives nécessaires d'ici le 31 décembre 1974;
- (6) comme d'innégales possibilités de carrière au sein de la fonction publique pour les deux groupes linguistiques seraient difficilement compatibles avec le respect de l'égalité de statut des deux langues officielles,
- (a) de réaliser, d'ici le 31 décembre 1975, une étude pour déterminer s'il y a des possibilités de carrière égales pour les deux groupes dans leur propre langue et les raisons de toute inégalité, et de faire au Conseil du trésor, aux ministères et aux organismes les recommandations qui s'imposent;
- (b) d'informer le Commissaire aux langues officielles dès que l'étude sera terminée et, à la demande de ce dernier, de lui faire parvenir un exemplaire de cette étude, afin qu'il puisse évaluer les possibilités respectives de carrière offertes aux personnes d'expression anglaise et d'expression française, au sein de la fonction publique;
- FORMATION ET PERFECTIONNEMENT DU PERSONNEL*
- (7) afin que le Bureau du perfectionnement et de la formation du personnel (BPPF) puisse avoir une idée plus précise des préférences linguistiques des fonctionnaires désireux de suivre ses cours pendant un exercice financier donné et qu'il puisse utiliser ces renseignements pour planifier la fréquence de ses cours, de donner aux fonctionnaires l'occasion de faire connaître leur préférence linguistique pour ces cours aussitôt que possible pendant l'année financière précédente, et ce à partir de l'année de formation 1975-1976;
- (8) afin que les deux groupes linguistiques puissent jouir d'occasions égales de suivre des cours du BPPF, dans la langue de leur choix,
- (a) de rendre disponibles dans les deux langues tous les cours du BPPF d'ici le 30 avril 1975;
- (b) de s'assurer que tous les cours du BPPF soient également accessibles (compte tenu de la fréquence et de l'endroit), proportionnellement à la demande, dans les deux langues, d'ici le 30 avril 1976;
- (9) afin que les fonctionnaires d'expression française puissent savoir qu'un nombre croissant de cours sont offerts en français, de lancer, au plus tard

(1) de préparer un plan d'action pour la mise en œuvre de la législation et de la politique relatives aux langues officielles, plan qui prévoit, entre autres, la collecte de renseignements et l'accomplissement efficace de ses fonctions de direction et de contrôle, et lui permette d'assumer pleinement les responsabilités que lui attribuent l'article 20 de la Loi sur l'emploi dans la fonction publique et l'article 39 (4) de la Loi sur les langues officielles; d'incorporer à ce plan, au besoin, les observations, suggestions et recommandations du présent rapport; la coordination et le contrôle de la mise en œuvre d'un tel plan incombant à un seul organe de la Commission de la fonction publique;

DOTATION EN PERSONNEL

(2) afin de fournir aux personnes chargées de la dotation en personnel de la fonction publique les données comparatives qui aideront à créer une fonction publique capable de répondre aux exigences de la Loi sur les langues officielles,

(a) d'entreprendre, d'ici le 31 janvier 1975, l'étude continue de la dotation, en vue de déterminer la langue préférée par tous les candidats, tous ceux qui rejettent une offre d'emploi et tous ceux qui acceptent une nomination, selon la classification du poste et l'organisme auquel ils sont affectés;

(b) d'enquêter sur la réticence préendue des francophones à s'installer à Ottawa et de prendre, s'il y a lieu, toutes les mesures utiles, y inclus la diffusion de renseignements par des films ou d'autres moyens, pour améliorer la situation;

(c) d'informer le Commissaire aux langues officielles dès que les études en question auront pris fin et de mettre à sa disposition, sur demande, les données recueillies dans le cadre de ces études;

(3) comme, dans des domaines où la demande dépasse chroniquement l'offre, la CFP éprouve des difficultés à trouver des diplômés de niveau post-secondaire qui possèdent les compétences linguistiques nécessaires, de mettre en œuvre, en collaboration avec les ministères, tous les moyens nécessaires pour augmenter au maximum ses possibilités de recrutement de personnel dans ces domaines et, plus particulièrement, de faire des offres aux élèves de la promotion sortante aussitôt que possible pendant l'année scolaire ou universitaire et d'examiner la possibilité de créer des bourses pour les futurs fonctionnaires;

(4) afin de permettre aux bureaux régionaux et aux services centraux de la dotation en personnel d'échanger des renseignements sur les candidats possibles, dans le cas où des recherches locales n'auraient pas permis de trouver des candidats qui possèdent les compétences linguistiques nécessaires, de créer, d'ici le 30 avril 1975, un répertoire central des candidats que chaque bureau régional pourrait consulter et où figurerait les renseignements communiqués non seulement par l'administration centrale mais par d'autres bureaux régionaux;

replacer dans son contexte, c'est-à-dire le considérer dans le cadre de l'appareil mis en place pour « produire » et « faire fonctionner » un personnel bilingue. Or, bien que la Commission ait, en collaboration avec le Conseil du trésor et les ministères intéressés, participé à la détermination des niveaux de connaissance linguistique requis dans les postes bilingues, aucune étude exhaustive n'avait été entreprise pour analyser dans quelle mesure de telles exigences linguistiques reflétaient effectivement la réalité quotidienne. Et les normes afférentes aux postes unilingues n'avaient pas davantage été fixées. Qui plus est, la CFP ignorait si les critères qui servaient à préparer les profils linguistiques des postes bilingues étaient les mêmes que ceux qui avaient servi à la préparation de l'Examen de connaissance de la langue (ECL).

Au niveau de la formation linguistique proprement dite, il restait peu probable qu'une connaissance générale de la langue seconde puisse permettre à celui qui l'acquiert de s'acquitter efficacement de fonctions qui demandent un vocabulaire spécialisé. C'était pourtant ce à quoi aboutissait le plus souvent l'enseignement linguistique que donnait la CFP. De la même façon, il était permis de douter que la connaissance passive de la seconde langue—un des résultats les plus fréquents de cet enseignement—pût suffire aux agents qui sont au contact du public ou qui exercent des fonctions d'encadrement.

Enfin, dans une perspective plus générale, selon les renseignements recueillis, la CFP n'avait pas encore arrêté de plan d'action précis en matière d'application de la Loi sur les langues officielles. Du reste, bon nombre des problèmes qui se posaient au moment de l'étude auraient pu être évités si la CFP avait créé, plusieurs années auparavant, un groupe chargé de la planification, de la coordination et de la centralisation des questions de politique linguistique, et dont le mandat aurait été :

- a) d'évaluer les progrès accomplis par la CFP dans le cadre de la réalisation des objectifs linguistiques de l'Administration;
- b) de veiller à ce que les données nécessaires soient rassemblées et analysées convenablement;
- c) de formuler, à l'intention de la Commission et des services intéressés, des recommandations en matière de politique;
- d) de rationaliser et d'intégrer les divers critères et principes qui sous-tendent l'« identification » des postes, la détermination des niveaux de connaissance linguistique requis, les tests de connaissance linguistique et le contrôle continu de ces connaissances.

Le Commissaire, à la lumière de ces constatations, a recommandé à la Commission de la fonction publique :

ques nécessaires. Il conviendrait, en outre, de procéder à l'amélioration de l'inventaire national des candidats, afin de diffuser plus efficacement des renseignements portant sur ces derniers.

La CFP exige seulement qu'une majorité des personnes faisant partie des comités de sélection puisse s'entretenir avec le postulant dans la langue choisie par lui. Toutefois, pour que les droits des candidats soient respectés, il faudrait que tous les membres de ces comités soient en mesure d'établir un dialogue véritable avec chaque candidat dans la langue de son choix.

Toujours en matière de recrutement et de dotation, l'étude a révélé l'absence d'information quant à l'égalité (ou à l'inégalité) des chances d'avancement offertes aux employés des deux groupes. À part quelques exceptions d'importance secondaire, cette question n'a fait l'objet d'aucun examen et partout les mesures nécessaires n'ont pu être prises dans les secteurs voulus.

Les représentants du Commissariat ont également étudié le processus d'« identification » des postes, c'est-à-dire l'opération qui consiste à déterminer si un poste exige un titulaire unilingue ou bilingue. C'est très clairement que tant l'article 20 de la Loi sur l'emploi dans la Fonction publique que l'article 39 (4) de la Loi sur les langues officielles investissent la CFP du rôle d'instance suprême en la matière; or, rien de ce que le groupe d'étude a pu constater ne donne à supposer que l'organisme participe à cette activité, ni même qu'il exerce sur elle un certain contrôle. En fait, il semble avoir abdiqué toute responsabilité en la matière.

À titre d'organisme chargé du perfectionnement et de la formation du personnel, la CFP publie annuellement une liste de ses cours précisant l'endroit et l'heure où ils sont donnés et la langue d'enseignement. Bien que certains efforts aient été faits dans ce domaine, une très forte proportion de ces cours ne pouvaient toujours être suivis qu'en anglais au moment de l'étude. Par surcroît, il conviendrait que l'enseignement offert dans le cadre du programme Cours et affectations de perfectionnement (CAP) le soit en français comme en anglais, étant donné qu'il y a tout lieu de penser que ce programme déterminera, au moins partiellement, la composition future des cadres supérieurs de la fonction publique fédérale.

En outre, la CFP ne disposait d'aucun moyen pour adapter la fréquence de ses cours et l'accessibilité à cet enseignement (pour les deux groupes linguistiques) en fonction d'une prévision de la demande. Il était donc fort peu probable qu'elle puisse assurer l'égalité linguistique sur le plan de l'offre.

Il serait peu utile d'étudier isolément le mandat de la Commission dans le domaine de la formation linguistique. Il faut, pour l'analyser, le

institutions fédérales, mais encore en fonction du rôle particulier que lui attribue l'article 39 (4) de cette même loi en ce qui concerne la nomination et l'avancement du personnel, et de l'article 20 de la Loi sur l'emploi dans la Fonction publique, d'importance toute spéciale puis-

qu'il stipule que :

« Les employés nommés et affectés à un ministère, département ou autre élément de la Fonction publique, ou à une partie de l'un de ceux-ci, doivent posséder les qualités requises, en ce qui concerne la connaissance et l'usage de l'anglais ou du français ou des deux langues, dans la mesure que la Commission estime nécessaire pour que ce ministère, département ou élément, ou cette partie de l'un de ceux-ci, puisse exercer convenablement ses fonctions et fournir au public un service efficace ».

Enfin, il ne faut pas oublier que la deuxième partie de la résolution adoptée par le Parlement en juin 1973 confère un mandat particulier à la CFP et au Conseil du trésor : « assurer la pleine participation à la fonction publique des membres des collectivités anglophone et francophone », entre autres « en intensifiant les efforts de recrutement et en offrant des programmes de formation en français ».

Comme les deux fonctions de la CFP les plus cruciales en matière d'application de la Loi sont la dotation en personnel et la formation, c'est sur elles que l'étude a plus particulièrement porté.

En sa qualité d'administration chargée de la dotation en personnel, la CFP recueille et, parfois, publie certaines statistiques au sujet des modalités du recrutement lui-même, annonce les vacances de postes et s'efforce de faire venir à la fonction publique un personnel compétent issu des deux communautés. D'autre part, elle préside les en-trevues auxquelles sont convoqués les candidats, prépare les listes d'admissibilité et communique les offres d'emploi aux intéressés, à moins qu'elle n'ait délégué ces fonctions à tel ou tel ministère. Parallèlement, la CFP évalue les connaissances linguistiques des candidats et des fonctionnaires et, en collaboration avec les ministères et organismes, détermine le niveau de connaissance linguistique exigible dans les divers postes bilingues. Elle ne participe cependant plus à l'établissement même des exigences linguistiques des postes : ces dernières sont désormais fixées par le Conseil du trésor et les ministères.

L'examen des activités de la CFP dans le secteur de la dotation a fait ressortir la nécessité, au regard de la Loi sur les langues officielles, d'améliorer ou de modifier certaines façons de procéder. Ainsi, des données plus complètes sur les situations relatives des deux groupes linguistiques dans la fonction publique permettraient à la CFP de mieux orchestrer ses campagnes de recrutement dans l'une ou l'autre des deux communautés linguistiques. Dans le même ordre d'idées, les méthodes de recrutement devraient être repensées dans les domaines souffrant d'une pénurie endémique de candidats ayant les qualifications linguisti-

Les obligations de la CFP aux termes de la Loi sur les langues officielles ne doivent pas simplement être envisagées sous l'angle des dispositions fondamentales de ce texte, qui s'appliquent à toutes les connaissances linguistiques du personnel.

Le groupe chargé de l'étude a examiné le rôle de la CFP dans quatre grands domaines : la dotation en personnel, les programmes de perfectionnement et de formation linguistique, la détermination (avec les organismes intéressés) du niveau de compétence linguistique requis par les divers postes et la mise au point des méthodes d'évaluation des fonctions relevant de sa compétence.

C'est en partie pour donner suite à une plainte du rédacteur en chef du quotidien montréalais *Le Devoir*, déposée le 18 octobre 1972, que le Bureau du Commissaire a entrepris cette étude, dont la phase des entretiens s'est déroulée de novembre 1973 à février 1974. L'étude a porté sur la CFP en tant qu'organisme central susceptible, par les mesures et les programmes qu'il adopte, de contribuer à l'observation de la Loi sur les langues officielles dans les quelque soixante institutions relevant de sa compétence.

ETUDE SPÉCIALE

Une information plus approfondie sur les exigences de la Loi sur les langues officielles et sur les méthodes administratives destinées à y répondre, a semblé, avec le temps, réduire le nombre de plaintes et de demandes de renseignements. Cependant, il a souvent été difficile d'admettre que la Commission puisse limiter l'accès aux cours de langue, en prétextant de leur inutilité pour l'exercice de certaines fonctions ou du manque d'aptitude d'un employé. Dans certains cas limite, le Commissaire a fait au nom des intéressés, des représentations qui ont reçu une réponse rapide et satisfaisante. Même la CFP peut faire preuve de mise-ricorde de temps à autre et puiser dans son trésor de mérites pour accorder quelques indulgences.

Les plaintes portaient, entre autres, sur des lettres envoyées dans la langue officielle autre que celle du destinataire, des erreurs de traduction dans les avis et les circulaires, ou l'incapacité de certaines réceptionnistes de s'adresser en français à leurs interlocuteurs.

La CFP a répondu favorablement à nos 18 recommandations. Dans une lettre qu'il nous faisait parvenir en novembre 1974, le président, tout en faisant état des contraintes qu'imposent un calendrier chargé et des ressources limitées, a convenu de faire tout en son pouvoir afin de suivre ces recommandations. De son côté, le Commissaire, sans esprit de vengeance ni ambition perfide, doit surveiller la mise en œuvre de ces dernières et donner, en toute modestie et fraternellement, son appréciation de la CFP dans le prochain rapport annuel.

2088	Ottawa	Services unilingues anglais offerts par les Picaadilly Tours.	Explications
2089, 2171	Ottawa	Garde de sécurité unilingue francophone employé au Parc Vincent Massey à Ottawa.	Mesures correctives
2098, 3057	Ottawa	Préposés unilingues anglais à une agence de location de bateaux concessionnaire de la CCN.	Explications
2194, 2348	Ottawa	Restaurant de plein air avec panneaux anglais et dont le personnel est unilingue anglais.	Mesures correctives
2218	Ottawa	Annonces en anglais seulement au cours d'un concert donné par la Garde à pied du gouverneur général au théâtre de l'Astrolabe.	Mesures correctives
2276	Ottawa-Hull	Services offerts en anglais seulement au salon de thé Moorside.	Explications
2290	Ottawa-Hull	Carte anglaise dans un dépliant français sur le salon de thé Moorside.	Mesures correctives
2367	Ottawa	Timbre dateur unilingue anglais.	Mesures correctives

COMMISSION DE LA FONCTION PUBLIQUE—« Un homme et (du moins cette année) une femme »

APPRECIATION

Les échanges entre le Bureau du Commissaire et le président de la CFP et ses collègues reposent toujours sur une confiance spontanée qui, Dieu merci, n'exclut pas, de temps en temps, de bruyants crépages de chignon, bénéfices pour la santé mentale des protagonistes et, qui sait, profit de la dextérité consommée sinon communicative du président, ce qui l'a notablement aidé à ne pas nécessairement s'attendre, la veille, à des résultats pour l'avant-veille.

La Commission a traité avec célérité 79 plaintes portant sur la langue de service, dont quatre ont amené des recommandations qu'elle s'est empressée de suivre.

En août 1974, nous avons terminé une étude d'ensemble de la Commission (voir résumé plus loin) en tant qu'organisme central capable d'élaborer des mesures et des programmes propres à promouvoir l'applica-

forté, sinon la totalité du personnel ne parle pas le français et que la signalisation aussi bien que les brochures du Club n'existent qu'en anglais.

La Commission de la capitale nationale a dit savoir qu'un grand nombre de francophones s'offensent de ce qu'ils considèrent comme un manque de respect pour leur langue, mais elle fait remarquer que le problème se trouve compliqué du fait que l'Ottawa Ski Club est un organisme privé, propriétaire de « Fortune Valley », où sont situés les deux principaux pavillons, la boutique de ski et les autres installations (garderie, centre de renseignements, infirmerie, etc.) et que, de surcroît, le club s'est établi dans cette partie de la Gatineau plusieurs décennies avant les autorités fédérales.

La CCN a toutefois joué au Club de deux zones avoisinant Fortune Valley, les secteurs de Skyline et de Meach, en se réservant, dans les deux baux, le droit d'y faire observer la Loi sur les langues officielles. L'une des clauses prévoit notamment que le locataire s'engage à mettre des services bilingues à la disposition de sa clientèle et à faire imprimer les menus, écritaux, etc. dans les deux langues officielles; une autre clause, commune aux deux contrats, exige que la signalisation soit approuvée par la CCN.

Bien que la CCN n'ait pas droit de regard sur la langue employée par l'Ottawa Ski Club dans ses propres établissements, elle a engagé des pourparlers à l'amiable avec les membres de son Conseil d'administration au sujet des aspects de sa politique des langues officielles susceptibles d'amélioration : certaines brochures paraissent dans les deux langues, d'autres pas; certains services sont dispensés en français, d'autres moins. Aux dires des responsables du club, les services sont, en fait, généralement toujours offerts dans les deux langues, et l'incident ne peut s'expliquer que par la présence, à un moment donné, d'une équipe ayant une moindre capacité bilingue. Les directeurs du Club ont, par ailleurs, consenti à étudier plus avant les problèmes particuliers signalés par la CCN et à rester en contact avec elle.

Le Commissaire a transmis au plaignant les réponses de la CCN, ainsi qu'un double de la lettre reçue de cet organisme et les détails pertinents.

DOSSIER N° LIEU NATURE DE LA PLAINTÉ RÉSULTAT

1874, 2021, Ottawa	Écriture unilingue anglaise sur les Mesures	
2035, 2057	Écriture unilingue anglaise sur les Mesures	
2080, 2109	Écriture unilingue anglaise sur les Mesures	
1920, 2262, Ottawa-Hull	Écriture unilingue anglaise et services Mesures	
2306	Écriture unilingue anglaise et services Mesures	
	en anglais seulement dans le parc de la	
	Gatineau (Québec).	
	correctives	

3058	Montréal	Tampon d'annulation unilingue anglais. Mesures correctives	
3153	Calgary	Un employé bilingue est obligé de faire Renvoi	
3162	Regina	On soutient qu'il y a discrimination Renvoi ethnique.	
3202	Vancouver	Il n'est pas possible d'obtenir de service Explications en français au téléphone.	
3208	Vancouver	Un francophone reçoit un avis en anglais. Mesures correctives	
3240	Vancouver	Deux lettres sont rédigées dans un fran- Mesures correctives	gais médiocre.

COMMISSION DE LA CAPITALE NATIONALE—« Au bord du canal »

APPRECIATION

Par monts et par vaux, de promenades en plates-bandes, tous les jardiniers d'occasion, vélocipédistes du dimanche, coureurs de fond solitaires, sirènes gracieuses et loups de mer de notre Jardin parfumé fédéral ont ramassé 30 coquilles en 1973-1974, soit 18 de plus qu'au cours des trois années précédentes. Nonobstant ces quelques péchés véniellement capitaux, la CCN reste un modèle pour quiconque se targue de prendre le bilinguisme au sérieux.

Les plaintes soulignaient l'unilinguisme de la signalisation et l'insuffisance des services offerts par les concessionnaires. La CCN y a porté remède, tantôt avec la célérité avisée de l'escargot, tantôt avec son brio coutumier. Mais, pour ne pas manquer à sa vocation de bon génie de la région de la capitale nationale, elle ferait bien de glisser à l'oreille de ses califes, vizirs, boutifs, chameliers et autres tenants de caravansérails, les cajolements susceptibles d'amener un bilinguisme plus complet dans les souks provinciaux, municipaux et privés de la casbah méridionale de la Mecque fédérale (disons du côté d'Ottawa).

PLAINTES

Dossier n° 1945—Au Camp Fortune

Un francophone prétend que les services en français fournis par l'Ottawa Ski Club au Camp Fortune ne sont pas suffisants, que la ma-

1822, 1906	Sudbury	Deux francophones reçoivent de la correspondance du bureau de Sudbury uniquement en anglais.	Explications
1838	Vancouver	Difficulté à obtenir des services en français à Vancouver et à Burnaby.	Explications
1855	St. Catharines (Ontario)	Lettre en anglais envoyée à une association française.	Explications
1878	Ottawa	Un francophone reçoit une formule de déclaration de revenus en anglais.	Mesures correctives
1909	Halifax	Délai dans l'obtention de prestations d'une francophone.	Mesures correctives
1965, 2155, 2248, 2315	Toronto	Services offerts à des francophones en anglais seulement.	Mesures correctives
1985	Ottawa	Un fonctionnaire anglophone désire poursuivre l'apprentissage du français.	Service rendu
2478	Rivière-du-Loup (Québec)	Prestations d'assurance-chômage supprimées à une anglophone.	Explications
2503	Frobisher Bay (T. du N.-O.)	Affiches pour des postes en français seulement.	Explications
2524	Ottawa	Retard parce qu'une formule est remplie en français.	Mesures correctives
2563	Ottawa	Réceptionniste unilingue francophone.	Mesures correctives
2618	Moncton	Lettre rédigée en anglais adressée à un francophone.	Explications
2758	Halifax	Une francophone prétend qu'on a annulé les prestations auxquelles elle avait droit sous prétexte qu'elle ne pouvait pas parler anglais.	Explications
2808	North Bay (Ontario)	Annonce uniquement en anglais dans le seul journal de la ville.	Mesures correctives
2960	Yarmouth (N.-E.)	Services dispensés en anglais seulement.	Explications
2995	Welland	Difficulté à obtenir des services en français.	Explications
3017	Winnipeg	Un fonctionnaire anglophone a de la difficulté à obtenir des cours de langue en français.	Explications

telligibles et des contresens auraient été relevés entre les libellés français et anglais de certaines questions.

La Commission d'assurance-chômage a informé le Commissaire que le test en question avait pour seul but de déterminer les besoins en formation des employés et devait à l'origine être traduit de façon officielle en français. Cependant, l'équipe déléguée par la région du Québec pour participer à l'élaboration de ce test a constaté que la version traduite contenait des termes avec lesquels les employés francophones étaient peu familiers et a décidé d'en rédiger une autre.

Les erreurs mentionnées dans la plainte ont été portées à l'attention des autorités de la Commission immédiatement après que les employés eurent subi cet examen. La Commission a reconnu dès lors que la formation de certaines questions en français pouvait prêter à confusion. En accord avec les représentants des employés, des mesures ont été prises pour s'assurer que les résultats de cet examen ne seraient pas préjudiciables aux fonctionnaires concernés. Aussi, une note maximum a été accordée à chacune des questions problématiques. De plus, aucun employé n'a été exclu du processus de dotation du fait qu'il avait obtenu une note peu élevée.

Les fonctionnaires qui avaient obtenu une note relativement faible se voyaient simplement offrir un stage de formation d'une durée plus longue que ceux qui avaient obtenu une note supérieure. Par conséquent, l'ambiguïté de certaines questions du test ne pouvait avoir d'autre effet que de prolonger la période de formation technique de l'employé.

Le Commissaire a convenu que, dans le cas présent, l'examen en question n'avait pas porté préjudice à la carrière des employés. Toutefois, le statut d'égalité des deux langues officielles exigeait que les employés qui choisissaient de subir un examen en français ne soient jamais défavorisés par rapport à ceux qui préféreraient le subir en anglais. En conséquence, le Commissaire a recommandé que tout examen ayant fait ou devant faire l'objet d'une traduction française soit soigneusement vérifié du point de vue linguistique afin de s'assurer que la langue utilisée est à la fois conforme au bon usage et accessible aux employés.

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
1710, 1845 Ottawa	Présence à l'anglais dans des annonces.	Explications
1776 Ottawa	Sens différent entre la version anglaise et la version française d'une formule.	Mesures correctives
1818 Edmonton	Un francophone tarde à recevoir le remboursement de ses cotisations parce qu'il a rempli les formules en français.	Mesures correctives

(11) (a) de prendre des dispositions en vue d'assurer l'égalité de l'information des communautés d'expression française et anglaise à travers le pays;

(b) à cette fin, de veiller en particulier à ce que les bureaux régionaux et les bureaux de district fassent un usage judicieux des media de communications de langue française et de la langue anglaise pour la dissémination de matériel d'information et pour la publicité,

(c) et de s'assurer que tout le matériel d'information préparé par ces bureaux à l'intention d'un public composé d'anglophones et de francophones soit toujours intégralement dans les deux langues officielles;

(12) (a) de veiller à ce que toutes les publications bilingues sous la même couverture et exposées dans ses bureaux soient mises en évidence également dans les deux langues officielles et,

(b) dans les cas où les éditions française et anglaise de ces publications sont séparées, de s'assurer qu'elles sont disponibles et présentées en même temps dans les deux langues officielles et;

(13) de prendre immédiatement des mesures afin de rendre bilingues le plus tôt possible :

(a) les panneaux et les inscriptions unilingues situés à l'extérieur de tous les bureaux de la Commission,

(b) toutes les inscriptions unilingues identifiant la Commission dans les annuaires téléphoniques à travers le pays,

(c) les panneaux et les inscriptions unilingues situés à l'intérieur des édifices et que peut voir le public, ainsi que les inscriptions unilingues aux tableaux indicateurs dans tous les bureaux de la Commission desservant les deux communautés linguistiques, quel que soit le niveau de ces bureaux;

(14) de prendre des dispositions afin que la coordination de tous les aspects de son programme visant à satisfaire aux exigences de la Loi sur les langues officielles soit centralisée et d'instituer un système de contrôle, également centralisé, et comportant des éléments intégrés aux différents niveaux de son administration, pour veiller à ce que la Commission dans son ensemble satisfasse aux exigences de la Loi sur les langues officielles;

(15) que l'application des présentes recommandations ne porte, en aucun cas, atteinte à la sécurité d'emploi ni aux perspectives de carrière des employés de la Commission et qu'en mettant en œuvre les recommandations précédentes, la Commission entretienne, s'il y a lieu, des relations avec les syndicats auxquels appartiennent ses employés.

PLAINTES

Dossier n° 2328—Mauvaise qualité du français

Un francophone rapporte qu'un groupe de commis aux règlements du bureau de la Commission d'assurance-chômage à Montréal a subi un test de connaissance en assurance-chômage et que la qualité du français de ce test laissait à désirer. Certaines questions auraient même été inin-

demande existante et potentielle, la distinction entre service disponible sur demande et service offert automatiquement dans l'une et l'autre langue officielle et d'autres éléments essentiels:

(5) d'utiliser son programme de relations publiques ou tout autre moyen qu'elle jugera adéquat, afin d'informer le public qu'elle est en mesure de lui fournir des services dans les deux langues officielles là où cette capacité aura été développée;

(6) de planifier et de mettre en exécution un programme de formation linguistique possédant entre autres les caractéristiques suivantes :

(a) l'accès en serait facilité en priorité aux employés qui occupent ou occuperont vraisemblablement des postes de contact avec le public où il est nécessaire d'utiliser les deux langues officielles,

(b) il procurerait aux employés concernés des conditions favorables à l'acquisition des connaissances linguistiques désirées et particulièrement en prévoyant des mesures administratives pour que la formation de ces employés ne soit pas interrompue de façon préjudiciable,

(c) il inclurait des dispositions visant au maintien de l'acquis et enfin

(d) il permettrait à des employés en contact avec le public de se perfectionner dans leur propre langue officielle si la Commission et eux-mêmes y voyaient des avantages;

(7) de s'attacher, comme par le passé, à correspondre avec ses clients dans la langue officielle de leur choix, de continuer à inciter ses employés à rédiger la correspondance directement dans la langue officielle utilisée par les différents clients et de leur faciliter l'amélioration de la qualité linguistique des textes;

(8) de s'entendre avec le Bureau des traductions du Secrétariat d'Etat pour prendre des dispositions supplémentaires dans la mesure où les procédures en vigueur pour la traduction de la correspondance ne sont pas adéquates pour satisfaire à certains besoins actuels et futurs, ceci afin de garantir une qualité égale des textes dans les deux langues tout en évitant l'inégalité des délais dans l'une et l'autre langue officielle;

(9) de trouver un moyen pour que sa clientèle puisse indiquer de façon explicite, sur la formule initiale de demande de prestations qu'elle remplit par exemple, la langue dans laquelle elle aimerait être servie, ceci dans le but de garantir sa liberté de choix, de faciliter l'observance de ce choix dans les contacts ultérieurs, et de connaître, en outre, l'importance de la demande de services dans l'une et l'autre langue officielle;

(10) afin d'indiquer à la clientèle que l'on est disposé et en mesure de lui offrir des services dans la langue officielle de son choix, de prendre des dispositions afin qu'on réponde dans les deux langues officielles aux appels téléphoniques dans les bureaux qui desservent les deux communautés linguistiques si les bureaux en question sont équipés d'un standard télé-phonique. En ce qui concerne les bureaux qui ne le sont pas, de songer à faire inscrire, dans les annuaires téléphoniques et tout autre matériel d'information approprié un ou plusieurs numéros que le public pourra composer pour joindre des employés parlant couramment la langue officielle de la minorité;

pour identifier parmi ses bureaux ceux qui devront offrir au public des services dans les deux langues officielles par un critère fondé simplement sur la présence d'une population minoritaire d'expression française ou anglaise, afin de mieux tenir compte de la demande existante et potentielle;

(b) afin de déterminer les besoins en personnel des bureaux identifiés en utilisant le critère décrit en (a), de remplacer son critère de pourcentage de personnel bilingue égal au pourcentage de population minoritaire par un critère qui

1) tienne compte de la nécessité d'assurer à sa clientèle un service rapide et d'égale qualité durant toutes les heures d'ouverture dans la langue officielle de son choix;

2) prenne en considération les besoins spéciaux des bureaux qui, en raison de leur situation géographique, reçoivent des demandes et donnent un service initial à des personnes de passage dont les dossiers sont plus tard transmis aux bureaux chargés normalement de les servir;

(c) de tenir compte des critères décrits en 1 (a) et 1 (b) 1) pour déterminer ses besoins de personnel bilingue pour renseigner le public dans les Centres de main-d'œuvre du Canada;

(d) de prendre les dispositions nécessaires afin de satisfaire le plus tôt possible et de façon permanente aux besoins identifiés, compte tenu des critères précédents, et de se fonder en particulier sur la notion de répartition optimale de ses effectifs unilingues et bilingues entre les divers secteurs d'activité qui impliquent des contacts avec le public;

(e) d'adopter toutes les mesures provisoires qui permettront le mieux de satisfaire dans l'intérim aux exigences de la Loi sur les langues officielles et d'ici à ce que la capacité d'assurer des services bilingues au public soit développée parmi ses employés permanents, de songer à faire usage de surnuméraires bilingues pour contribuer à assurer les dits services;

(2) d'utiliser où nécessaire tous les moyens appropriés afin que, nonobstant la langue officielle utilisée par l'appelant, les personnes siégeant sur tout conseil arbitral puissent avoir une appréciation égale des représentations qui leur sont faites;

(3) afin de projeter davantage l'image d'une institution bilingue et d'utiliser au maximum ses effectifs bilingues, d'offrir au public ses services dans les deux langues officielles de façon automatique plutôt que de réagir aux demandes de service dans la langue de la minorité partout où sa capacité d'assurer des services dans les deux langues officielles est raisonnablement adéquate et ailleurs aussitôt que cette capacité aura été développée;

(4) afin d'éviter des interprétations erronées et pour assurer une certaine uniformité dans la mise en vigueur de ses politiques en matière de bilinguisme, de songer à mettre sur pied un programme d'information continu visant à mettre et à tenir au courant le personnel, à tous les échelons d'un bout à l'autre du pays, de tous les aspects du programme de la Commission concernant l'application de la Loi sur les langues officielles. Le programme pourrait inclure des explications sur la façon d'évaluer la

d'arbitrage, dont un ou plusieurs membres sont parfois dans l'incapacité de juger sur le vif des mérites de l'argumentation de l'appelant. Il a par ailleurs été noté que la formation linguistique des employés de la Commission souffrait d'un manque d'information sur les cours offerts, de l'absence de priorités clairement établies et de l'interruption des stages motivée par la charge de travail. Enfin, il semblait nécessaire d'instituer des programmes d'entretien des connaissances et des programmes spéciaux à l'intention des francophones qui désiraient réactiver les connaissances perdues après des années de travail en milieu professionnel anglophone. Tous ces problèmes sont liés et font ressortir la nécessité d'un programme de formation linguistique mieux adapté aux besoins personnels et aux fonctions de chaque employé.

Le groupe d'étude s'est également penché sur la question des communications orales et écrites préparées par la Commission à l'intention du public. En matière de correspondance, les principes observés se situent dans l'optique des exigences de la Loi sur les langues officielles. Il aurait toutefois suffi, pour éviter certaines erreurs, de prévoir une case invitant le client à faire connaître ses préférences linguistiques sur les formulaires de demande de prestations.

Il a d'autre part été remarqué que certaines inexactitudes constatées dans la correspondance étaient parfois imputables à la pratique qui consiste à faire traduire le courrier par des agents de bureau bilingues, mais non spécialisés dans la traduction, pour le compte de collègues unilingues, afin qu'il puisse y être donné réponse dans les vingt-quatre heures. L'étude a en outre révélé que certaines téléphonistes unilingues étaient incapables de se présenter dans les deux langues officielles et de passer les appels à une collègue susceptible de fournir les renseignements voulus dans la langue de l'interlocuteur.

Les agents des relations publiques ont fait des efforts méritoires pour informer les deux communautés. Le groupe d'étude pense néanmoins que la Commission aurait pu faire un emploi plus judicieux et plus ample des supports d'information et prendre certaines mesures en vue de garantir que les documents d'information préparés dans les districts et régions soient toujours disponibles dans les deux langues, de préférence sous couverture unique. Enfin, l'équipe a découvert que, dans certains locaux de la CAC, et en plusieurs endroits du pays, quelques écritureaux et inscriptions sont encore unilingues, tant à l'extérieur qu'à l'intérieur des bureaux.

Afin qu'il soit remédié à ces carences, le Commissaire a recommandé :

(1) (a) de remplacer les critères donnés sur la proportion de la population minoritaire et sur les districts bilingues proposés qu'elle utilise actuellement

L'étude a essentiellement porté sur trois questions : le recrutement, la répartition du personnel et les cours de langue. Il est apparu que certaines des difficultés qu'éprouve la Commission dans la constitution d'une capacité linguistique suffisante pourraient être au moins partiellement résolues, si l'on faisait porter l'effort sur le recrutement d'une main-d'œuvre permanente et occasionnelle bilingue et le rééquilibrage des agents bilingues dans les divers secteurs d'activité. Parallèlement, il serait nécessaire de corriger les anomalies que l'on constate de temps à autre dans la composition linguistique des conseils

d'information du personnel.

de politique du bilinguisme et d'instaurer un programme permanent d'information du personnel.

Il y a de la difficulté à coordonner la formation et le suivi en matière d'enseignement de l'étude ont en outre fait ressortir la nécessité d'améliorer la clientèle de passage que pour les Centres de main-d'œuvre. Les législateur. La remarque vaut aussi bien pour les bureaux desservant l'égalité et, par conséquent, de respecter l'esprit de la Loi et l'intention du serait alors mieux à même de fournir rapidement des services de qualité compte de la présence d'une minorité anglophone ou francophone; on avantageraient être remplacé par un autre, qui tiendrait simplement l'importance de celle-ci. C'est là un critère mathématique qui pourrait naissant bien la langue de la minorité devrait être proportionnel à au moment de l'enquête spécifiaient que le nombre d'employés con- et de lacunes dans le programme. Ainsi, plusieurs directives en vigueur

Cependant, l'étude a aussi révélé un certain nombre d'omissions

signalisation.

la traduction, la correspondance, les formulaires, les publications et la d'information au public et de formulation des orientations intéressant des progrès notables en matière d'accès aux cours de langue, de services le lancement du programme de bilinguisme, la Commission a réalisé depuis peu, responsable de l'évaluation des résultats enregistrés. Depuis cette politique et des programmes y afférents. Le conseiller est en outre, guisme, qu'incombe la planification et le contrôle de l'application de dans le cadre du tout récent Bureau chargé de l'expansion du bilin- tent à 1968, et c'est au conseiller en bilinguisme, qui exerce désormais Ses premiers documents en matière de politique du bilinguisme remon- bles pour satisfaire aux exigences de la Loi sur les langues officielles.

Il ressort de l'étude que la Commission a consenti des efforts joua-

Moncton, qui a fait l'objet d'une étude en 1972¹, a été exclu.

fax, Hull, Toronto-Sud, Sudbury et Edmonton. Le bureau régional de

dans la langue du correspondant et d'inviter le personnel à rédiger les

lettres directement dans la langue de l'intéressé.

Du point de vue visuel, la Commission semblait bien projeter l'image d'une institution fédérale bilingue dans les domaines suivants : la signalisation, à l'intérieur et à l'extérieur des bureaux, qui serait, nous a-t-on affirmé, les prochains annuaires téléphoniques, qui doivent présenter tous les bureaux de l'organisme en français comme en anglais; les imprimés et les publications qui paraissent dans les deux langues (lorsque c'est en deux volumes distincts, les bureaux de district reçoivent une quantité suffisante de chaque version). Parallèlement, la Commission a fait appel aux organes de presse des deux communautés bilingues. Elle a en outre prévu sur les formules « Demande de prestations » et « Relevé d'emploi » un espace pour que l'administré puisse indiquer la langue de son choix. Par ailleurs, la Commission a trouvé plusieurs solutions au problème que pose la traduction dans ses bureaux régionaux; Moncton s'est vu adjoindre un service spécialisé, tandis que Vancouver et Belleville seront reliées à une autre unité par télex. Vancouver bénéficie déjà d'une liaison par télécopieur, et la Commission et le Secrétariat d'Etat envisagent, pour répondre à la forte demande qui existe à Belleville, d'équiper ce bureau d'un service similaire si une unité de traduction n'y est pas implantée.

Enfin, la Commission, pour assurer que la procédure d'appel soit conforme à la Loi sur les langues officielles, a identifié comme bilingues 44 de ses 83 conseils arbitraux; de ce fait, ceux-ci ne pourront être composés que de personnes capables de converser et de lire dans la langue officielle de l'appelant.

ETUDE SPECIALE

Cette étude, achevée en septembre 1973, avait pour but de déterminer l'ampleur et l'accessibilité des services au public à la Commission d'assurance-chômage (CAC). Plus particulièrement axée sur la politique poursuivie, le personnel, la réception téléphonique, l'accueil, la correspondance, la traduction, les relations publiques et les conseils d'arbitrage, elle portait toutefois également sur certains aspects matériels du bilinguisme, et notamment la question des formulaires, des publications et de la signalisation. Les entrevues ont eu lieu au siège de la Commission, à Ottawa, ainsi qu'aux bureaux régionaux de Montréal, Toronto, Winnipeg et Vancouver et aux bureaux de district d'Hali-

l'étude spéciale achevée en août 1973. Et bien qu'aux prises avec certains problèmes touchant à la prestation spontanée de services égaux dans les deux langues, elle avait réussi à prendre des mesures correctives à court et à long terme. Au demeurant, elle faisait tout pour se conformer intégralement aux recommandations.

La Commission a fait savoir que, depuis les premiers mois de 1973, une direction des langues officielles (pourvue d'antennes régionales à Moncton, Montréal, Belleville et Winnipeg) se chargeait de la coordination, de la gestion ainsi que de l'évaluation et du contrôle des programmes linguistiques. Le personnel était tenu au courant du fonctionnement de ces derniers par diffusion des directives du Conseil du trésor et de la Commission de la fonction publique et au cours de réunions d'information organisées tant au siège que dans les bureaux des régions et districts. Parallèlement, toujours à l'intention des employés, un programme d'information faisant appel aux techniques audio-visuelles était en préparation.

La Commission avait par ailleurs, dans le contexte de la dotation en personnel, suivi les normes établies par le Conseil du trésor pour l'identification des exigences linguistiques des postes et pour le processus de désignation. Elle avait, ce faisant, par le biais du réexamen et de la modulation des modalités de classification et de dotation, posé les premiers jalons d'une prise en compte de certaines dispositions de la Loi au plan opérationnel. Ainsi, comme première mesure visant à assurer le bilinguisme des services au public d'un bout à l'autre du Canada, un minimum de deux postes bilingues avaient été prévus dans chaque bureau de district. L'organisme a cependant dû reconnaître que ces services n'étaient spontanément offerts et en français et en anglais que dans les secteurs géographiques où, traditionnellement, la demande dans les deux langues est forte, c'est-à-dire essentiellement au Québec. Alors, il faudra attendre que les cours de langue aient permis de créer la capacité voulue. La Commission recrute des employés temporaires bilingues pour assurer l'intérim du personnel qui suit des cours de langue.

En ce qui concernait les services aux guichets et au téléphone, la Commission a précisé qu'elle avait pris des dispositions visant à garantir une répartition efficace du personnel bilingue et qu'elle avait, à cette fin, publié en novembre 1973 une note à l'usage des employés, leur expliquant comment répondre au téléphone dans les deux langues.

Elle a ajouté qu'elle continuait, pour le courrier, de procéder comme elle le faisait déjà au moment de l'étude, c'est-à-dire de répondre

2896	Moncton	Affiches unilingues anglaises.	Mesures correctives
2912	Toronto	Dans un avis de concours publié dans un hebdomadaire francophone de Toronto, l'adresse du CN n'est donnée qu'en anglais.	Mesures correctives
2964	Montréal	Note de service aux chefs de division rédigée uniquement en anglais.	Mesures correctives
2973	Jasper	Pauvreté du texte français d'un menu: Hôtel Jasper.	Mesures correctives
2988	Ottawa	Attente prolongée avant qu'une francophone puisse transmettre un télégramme.	Mesures correctives
3015	Chéticamp (N.-B.)	Le service zenith ne serait pas disponible à Chéticamp.	Explications
3050	Jasper	Services en anglais seulement à la gare.	Mesures correctives
3083	Montréal	Un anglophone trouve inacceptable des affiches comportant des accents discrets en anglais.	Explications
3102	Montréal	Annonce unilingue anglaise publiée dans la revue bilingue <i>Au courant</i> .	Mesures correctives
3113	Gravelbourg (Saskatchewan)	Formule unilingue anglaise adressée à un francophone.	Mesures correctives
3190	Montréal	Annonces en anglais seulement sur le quai de la gare.	Mesures correctives

COMMISSION D'ASSURANCE-CHÔMAGE—« Les Canayens y-z-ont ga de bon »

APPRECIATION

Le Commissaire et ses collaborateurs anticipent par la pensée sur la joyeuse époque où, les récriminations linguistiques s'étant tuées, ils pourront tout à loisir solliciter la Commission d'assurance-chômage. Malheureusement, pour l'instant, force leur est de signaler que les 21 derniers mois leur ont valu 37 plaintes contre cet organisme. Celui-ci y a réagi de manière satisfaisante, bien que parfois avec lenteur et, après s'être expliqué, a pris les mesures voulues. Le Commissaire n'a trouvé nécessaire de faire de recommandation que dans un cas.

La Commission estimait, dès décembre 1974, avoir fait de grands pas dans l'application des quinze recommandations consignées dans

2228	Gimli (Manitoba)	Traitement inégal des francophones lors d'un cours offert à Gimli.	Retrait
2245	Ottawa	Affiches unilingues anglaises au bureau d'expédition.	Mesures correctives
2249	Toronto	Pas de service téléphonique en français au bureau des renseignements à la gare Union.	Mesures correctives
2281, 2289, 2302	Ottawa et Belleville	Cachets unilingues anglais utilisés pour endosser des chèques.	Mesures correctives
2332	Ottawa	Date et montant inscrit uniquement en anglais sur des chèques du CN.	Mesures correctives
2337	Montréal	Surveillant anglophone unilingue auprès d'un groupe d'employés composé à 90 % de francophones.	Explications
2385	Montréal	Le service d'organisation des voyages n'est pas en mesure d'offrir les services d'un guide francophone à des étudiants.	Non-fondée
2426	Ottawa	La liste de la plupart des ministères fédéraux inscrits dans l'annuaire TLEX n'est rédigée qu'en anglais.	Mesures correctives
2442	Montréal	Télégramme en français dans lequel s'est glissée une erreur.	Explications
2526	Toronto	Lettre en anglais à un francophone.	Explications
2528	Toronto	Une francophone ne peut se faire comprendre des 3 employés en poste aux de la voiture où elle doit monter pour se rendre à Québec.	Explications
2565	Montréal	Listes des tarifs et instructions à l'intention des commis rédigées en anglais.	Mesures correctives
2663	Ottawa	Formules de billets remplies uniquement en anglais.	Mesures correctives
2664	Ottawa	Pas de services en français au comptoir principal au Château Laurier.	Explications
2734	Vancouver (C.-B.)	Un commis incapable de transmettre un télégramme rédigé en français.	Explications
2818	Ottawa	Dans le stationnement du Château Laurier une centaine d'affiches portent la mention unilingue anglaise « Exit ».	Mesures correctives
2835	Montréal	Formule unilingue anglaise à une association francophone.	Explications
2858	Ottawa	Menus rédigés en français au Canadian Grill au Château Laurier.	Explications
2862	Ottawa	Annonce faite uniquement en anglais au haut-parleur à la gare.	Explications

2044	Saskatoon	Pas de services en français à l'hôtel	Explications
	(Saskatchewan)	Bessborough à Saskatoon.	
2053	Toronto	Feuillelet publicitaire rédigé en anglais à des étudiants francophones.	Mesures correctives
2061	Vancouver	Publication unilingue anglaise à l'hôtel	Explications
	(C.-B.)	Vancouver.	
2062	Montréal	Au service des Réclamations Marchandises un employé déclare ne pas pouvoir travailler en français.	Explications
2081	Ottawa	Inscription : « Canadian National Hotels Limited » sans son équivalent français sur des nappes utilisées au Château Laurier.	Mesures correctives
2119	Montréal	Affiche unilingue anglaise dans un wagon de marchandises.	Mesures correctives
2132	Montréal	Traduction fautive d'une légende sur une carte postale : Altitude 727.	Non-fondée
2136	Ottawa	Compte portant un slogan unilingue et sur lequel deux cachets unilingues anglais avaient été apposés.	Mesures correctives
2157	Ottawa	Cachet unilingue anglais apposé sur des télégrammes.	Mesures correctives
2172	Moncton	Des employés francophones à Moncton auraient à manœuvrer une machine sans que les normes de sécurité soient respectées.	Service rendu
2180	Vancouver-Montréal	Absence de services en français en dehors du Québec sur le parcours Vancouver-Montréal.	Retrait
2196, 2463, 2470	Ottawa, Halifax, (N.-E.)	Pas de services en français au magasin de journaux aux hôtels Château Laurier et Nova Scotian.	Mesures correctives
2197	Ottawa	Un candidat francophone n'obtient pas un poste vu son manque de connaissance en anglais.	Retrait
2203	Ottawa et Belleville	Nom d'une association francophone traduit en anglais sur deux contrats de transports rédigés en français. Relevé de compte adressé sous ce nom anglais.	Mesures correctives
2220, 2298, 2397	Ottawa	Pas de services en français le soir durant l'été au bureau des télécommunications à Ottawa.	Mesures correctives
2227	Ottawa	Affiches unilingues anglaises sur un terrain de stationnement.	Mesures correctives

passer par la téléphoniste locale qui pourrait ne pas connaître le français. Ce service est aussi disponible au comptoir dans les bureaux de télécommunications et est utilisé provisoirement là où le CN n'a pas l'effectif bilingue nécessaire pour offrir des services dans les deux langues officielles en tout temps. On devait enseigner aux intérêts des phrases clés en français qui leur permettraient d'offrir ces services aux clients francophones qui se présentaient à ces bureaux. De plus, le CN devait faire une publicité appropriée dans les journaux au sujet de cette innovation et faire inscrire le numéro « INWATS » en français et en anglais dans les annuaires des régions où le service était utilisé. L'adoption de ce système ne signifiait pas cependant que le CN ne s'efforcerait pas d'accroître ses effectifs bilingues par le recrutement et la formation linguistique dans la mesure du possible.

DOSSIER N° LIEU NATURE DE LA PLAINTE RÉSULTAT

1211, 1808	Absence de services en français aux bureaux des télécommunications CN/CP à Sydney (N.-E.), Ottawa, Sudbury, Windsor, North Bay, Niagara Falls (Ont.), Edmonton (Alta) et Vancouver (C.-B.). Affiches unilingues anglaises au bureau de Sudbury.		
2168, 2363			Mesures correctives
2382, 2440			
2574, 2657			
2710, 2788			
1703	Budget d'établissement en anglais seulement déposé à la Chambre des communes.	Ottawa	Mesures correctives
1759, 1802, 2113	Services unilingues anglais à bord du « Rapido », au quai d'embarquement à la gare de Montréal, au guichet des billets à la gare de Toronto.	Montréal-Toronto	Explications
1890	Certaines affiches du terrain de stationnement à la gare de Cornwall sont unilingues anglaises.	Cornwall (Ontario)	Mesures correctives
1895	A la cafétaria des employés, angle des rues La Gauchetière et De la Cathédrale, des reçus unilingues anglais sont remis aux usagers.	Montréal	Mesures correctives
1900, 2705	Télégramme reçu en français et épelé par une employée anglophone à son destinataire aux bureaux des télécommunications de Charlottetown (I.-du-P.-E.), Sudbury (Ont.), Regina (Sask.), Dawson Creek (C.-B.).		Mesures correctives
2948, 2961			
1921	Affiches unilingues anglaises entre Hearst et Fauquier (Ontario) ferrée.	Hearst et Fauquier (Ontario)	Mesures correctives
2003	Services téléphoniques unilingues à la gare d'Ottawa et au bureau des relations extérieures, rue Sparks.	Ottawa	Explications

Un plaignant signale que le préposé au wagon-lit dans un train faisant la navette entre Gaspé et Montréal était unilingue anglais. Le plaignant s'est adressé deux fois au préposé en français, et à aucun moment celui-ci ne lui a proposé de recourir au service d'un collègue franco-phonie.

Le CN a fait savoir au Commissaire que l'employé pris en cause possédait une connaissance pratique du français et qu'il travaillait sur le parcours en question depuis quelques années sans avoir été l'objet d'aucune plainte. La société a précisé que son employé a affirmé ne pas se souvenir de l'incident.

Le CN a souligné également qu'il y avait plusieurs employés bilingues dans ce train. À cet égard, la société a affirmé que son préposé au wagon-lit, conscient de la nécessité de servir le client dans la langue officielle de son choix, a donné l'assurance qu'il ferait appel à un employé bilingue s'il se croyait incapable de répondre dans la deuxième langue officielle.

Enfin, le CN a dit regretter que le client ait eu à se plaindre de ses services tout en ajoutant qu'il lui semblait que l'équipe de ce train avait un effectif bilingue adéquat.

Le Commissaire a recommandé au CN de rappeler périodiquement à ses employés l'obligation qu'a la société de servir les voyageurs dans les deux langues officielles, et la nécessité de se prévaloir promptement de l'aide d'employés bilingues lorsqu'ils se croient incapables de répondre dans la langue officielle de leurs interlocuteurs.

Le CN a accepté les recommandations du Commissaire.

Dossier n° 2892—« Inwats »

Le plaignant déclare qu'on ne peut pas toujours envoyer un télégramme en français par téléphone à Moncton. Parfois un préposé unilingue offre en anglais de brancher l'appel du client sur le bureau de Québec du CN qui fournit alors le service en français.

Le Commissaire a informé le plaignant qu'en réponse à des plaintes semblables mais provenant d'autres villes, le CN venait de faire connaître au Commissaire les mesures qu'il avait prises à sa demande pour corriger de telles situations. Pour assurer un meilleur service aux francophones à l'extérieur du Québec et de la capitale nationale, le CN avait adopté, le 22 avril 1974, un système téléphonique dit « INWATS ». L'avantage de ce système est qu'il permet à l'utilisateur de rejoindre directement le bureau des télécommunications de la ville de Québec sans

Un francophone du Nouveau-Brunswick se plaint que les écriteaux indiquant les passages à niveau à Moncton sont pour la plupart unitlingues anglais. Il signale entre autres le panneau qui annonce la voie ferrée du CN à la sortie de la ville de Moncton vers Dieppe.

Le Canadien National a informé le Commissaire que pour la région de l'Atlantique un programme avait été mis sur pied afin de rendre bilingues tous les écriteaux et affiches destinés aux voyageurs et au public en général. Des représentants de cette région estimaient que le programme était complet à 75 %. Les panneaux indicateurs des passages à niveau s'intégraient à ce programme. Quant à l'écriteau incriminé, le CN a affirmé avoir pris les mesures nécessaires pour qu'il soit rédigé dans les deux langues officielles. Le CN étudiait avec les autres compagnies de chemin de fer canadiennes la possibilité d'adopter une signalisation pictographique.

Le Commissaire a recommandé que le CN, s'il décidait de maintenir l'usage de mots, s'applique à rendre bilingues à travers le Canada tous les écriteaux portant des inscriptions qui indiquent un passage à niveau.

Le CN a indiqué que l'industrie canadienne des chemins de fer poursuivait l'étude de cette question avec la Commission canadienne des transports. Dès que l'industrie canadienne des chemins de fer et la CCT en seront venues à une entente quant au pictogramme à adopter, elles devront la soumettre à l'approbation des autorités des services provinciaux de la voirie. Il faudra ensuite amender la loi et les règlements pour permettre de changer le dessin des écriteaux actuels.

Après avoir discuté la question à plusieurs reprises avec la CCT le Commissaire a recommandé que :

conformément aux articles 31 (1) et 31 (2) de la Loi sur les langues officielles, des mesures soient prises afin de faire amender l'article 207 de la Loi sur les chemins de fer de sorte que des écriteaux bilingues ou pictographiques puissent être posés à tous les passages à niveau du Canada et qu'à la suite d'un tel amendement, la Commission canadienne des transports élabore un programme d'installation de tels écriteaux.

La CCT a répondu que le Comité des transports par chemin de fer examinerait cette question à la lumière de la recommandation du Commissaire. Après l'amendement de l'article 207 de la Loi sur les chemins de fer, on remplacerait les écriteaux actuels par des pictogrammes.

Le CN se conformera forcément à cet amendement.

CN a expliqué au Commissaire les mesures qu'il entendait prendre, et a précisé qu'il tâchait de déceler les problèmes linguistiques qui pourraient surgir et qu'il s'efforçait de répondre aux exigences de la Loi sur les langues officielles quant à l'emploi des deux langues dans les services concernés.

Vingt et une plaintes portaient sur l'absence de services en français dans les bureaux des télécommunications CN-CP répartis de Sydney (N.-B.) à Vancouver (C.-B.). Pour assurer un meilleur service dans les régions des Maritimes, de l'Ontario et de l'Ouest, le CN a adopté, le 22 avril 1974, le système téléphonique *INWATS* 1-800-463-3350, qui permet aux clients d'être servis directement en français. Le Commissaire a invité le CN à organiser une campagne de publicité afin de faire connaître au public le numéro à composer pour utiliser ce service. Le CN a informé le Commissaire que 90 % des télégrammes en français étaient acheminés par ce système et qu'il annoncerait ce service dans tous les annuaires téléphoniques. Ce système ne s'applique cependant pas à la province de Québec ni à la région de la capitale nationale où les employés CN-CP Télécommunications se doivent d'offrir des services bilingues.

A la fin de février 1975, le CN nous a fait part d'un certain nombre de mesures qu'il avait l'intention d'appliquer pour répondre à la demande de services bilingues sur les grandes lignes et dans les gares principales. C'est ainsi qu'à partir du 20 avril 1975, le CN placera au moins un préposé bilingue au service des passagers à bord du Transcontinental, du Halifax-Montréal, du Montréal-Ottawa-Winnipeg-Vancouver, et du Toronto-Capreol-Winnipeg-Vancouver. La société a également annoncé qu'un service dit de conférence téléphonique (sorte de « ligne ouverte ») entrera en vigueur à Halifax le 1^{er} avril 1975 pour assurer des services bilingues aux villes avoisinantes. La compagnie croit pouvoir recourir à un service identique à Moncton, Winnipeg, Saskatoon, Edmonton et Vancouver au cours de 1975. En décembre 1974, un service semblable a été introduit à la gare de Toronto pour l'Ontario. Les clients des gares de Hamilton, St. Catharines, London, Kitchener, North Bay, Niagara Falls, Belleville ou Chatham, peuvent être servis dans la langue de leur choix en composant un numéro de téléphone de conférence à Toronto. Nous espérons que le CN informe de façon appropriée le public de l'existence de ce service.

Le CN ne semble pas éprouver de nombreuses difficultés en ce qui concerne ses contacts avec la clientèle de ses hôtels. Récemment, la société a pris des dispositions pour que l'hôtel Reine-Elizabeth à Montréal puisse offrir des journaux en français ou en anglais, au choix des clients.

langue du client n'existent que là où il y a un besoin et là où la société a la capacité de le faire. Cependant, le CN n'indique pas dans quels endroits cela doit se faire.

Le CN refuse de faire connaître sa capacité à servir le public là où cette capacité existe, alléguant qu'il ne veut pas s'engager publiquement avant d'être assuré du succès de son programme. Le CN, il nous semble, n'a pas compris la portée de la quatrième recommandation à savoir qu'elle fasse savoir au public, « *là où il ne le fait pas encore et où une telle capacité existe déjà*. . . » qu'il est en mesure de fournir des services dans les deux langues officielles (*Troisième rapport annuel*, p. 207). La signalisation bilingue à l'extérieur du Québec va bon train et l'on compte publier un manuel à l'intention des administrateurs régionaux afin d'accélérer le programme. La publicité n'est pas encore complètement bilingue : les campagnes qui visent un groupe linguistique défini sont faites en une seule langue. Les annonces dans les gares et aux terminus des traversiers se font de plus en plus dans les deux langues, selon la société.

Le nouveau bail liant le CN et ses concessionnaires contient maintenant deux clauses quant aux services à offrir dans les deux langues officielles; mais la société ne dit mot des mesures intermédiaires qui devaient être adoptées par les concessionnaires liés par l'ancien bail. Le bureau du Commissaire a reçu 90 plaintes mettant en cause cette société d'État entre le 1^{er} avril 1973 et le 31 décembre 1974. De ce nombre, 66—dont 48 touchaient la mise en application de recommandations déjà formulées—avaient trait à la langue de service; cinq plaintes portaient sur la langue de travail.

Pour obvier aux plaintes concernant l'absence de services en français sur le Rápido, le train Vancouver-Montréal et au quai d'embarquement à la gare de Montréal, le CN a conclu des ententes avec les syndicats de ses employés et a déterminé les postes qui exigeaient la connaissance des deux langues officielles dans les trains reliant le Québec aux autres provinces.

Les autres plaintes ayant trait à la langue de service se regroupaient comme suit : absence de services en français dans différents bureaux du CN, dans les hôtels et dans les gares, utilisation de cachets, d'affiches et de feuillets publicitaires unilingues anglais, etc. Ces diverses plaintes ont généralement reçu une attention immédiate du CN, qui a corrigé la situation dans la plupart des cas. Il s'agissait bien souvent pour le CN de rappeler à ses employés des directives déjà émises. Le choix du français comme langue de travail a fait l'objet de cinq instructions de la part du Commissaire; deux de ces plaintes ont été retirées, et une autre, relative aux normes de sécurité, a été portée à l'attention des autorités compétentes; dans les deux autres cas, le

dernier dans les deux langues. Ce plan d'action constitue, aux yeux du Commissaire un autre pas appréciable vers la réalisation des objectifs que le CN s'est fixés. Quoique théorique encore sous certains aspects, le plan néanmoins précise les secteurs qui demandent une attention spéciale, propose un calendrier, alloue les ressources financières nécessaires et suggère des mesures de contrôle.

La société déclare apporter une attention spéciale au recrutement de personnel bilingue dans tout le pays, mais dit faire face à des difficultés particulières à l'extérieur du Québec. La région de l'Ontario n'a recruté que 72 employés bilingues sur un total de 2 073 en 1974. Le CN se doit donc de recourir aux cours de langue et il dispose maintenant d'écoles à Moncton, Montréal, Toronto, Winnipeg et Vancouver.

Les employés qui y consentent suivent d'abord un cours de base de 18 jours, puis une session de 40 jours à un niveau plus avancé à l'école régionale ou au centre linguistique de Jonquière, qui offre l'avantage de baigner l'étudiant dans un milieu de langue française. De 1969 à 1973, 1 496 employés se sont inscrits à des cours de français et 546 à des cours d'anglais; aucune donnée n'était disponible quant au taux de réussite enregistré. En outre, la société déclare recruter de nouveaux employés dans certains cas, afin de permettre au personnel permanent de suivre ces cours et compte mettre cette année la main finale à un programme de maintien de l'acquis linguistique. Le CN accepte d'embler les recommandations portant sur la sécurité d'emploi et sur sa collaboration avec les syndicats dans la mise en œuvre générale du programme.

Cependant, le CN devra progresser à toute vapeur s'il veut, comme il s'y est engagé, avoir bien en place, pour la fin de 1978, des équipes et des services bilingues d'un caractère permanent, là où la chose est nécessaire. Cet énoncé, bien que fort louable, contient les réserves déjà exprimées par le CN dans notre troisième rapport annuel. Elles minimisent considérablement la portée de la recommandation 3 qui prescrit à la société de reconnaître « qu'il existe une demande régulière et générale en matière de services bilingues à offrir [. . .] au public voyageant sur le réseau ». Or, la société ne reconnaît cette demande régulière que pour les trains circulant sur les lignes principales et les gares et hôtels importants. Cette même recommandation précise que le CN doit aussi admettre « l'existence d'une demande régulière de services bilingues à offrir au public local partout où celui-ci se compose des deux groupes linguistiques ». La société y consent, mais la seulement où le groupe minoritaire est fortement concentré, sans définir ce qu'elle entend par là : est-ce un pourcentage minimum ou un nombre absolu ? Il incombe au CN de prouver que la demande est si irrégulière qu'elle ne justifie pas l'offre de service. La réception téléphonique dans les deux langues de même que la pratique de passer les appels à des employés parlant la

de la demande » et « dans la mesure où il est possible de le faire », le CN ne se place pas sur la bonne voie du service aux voyageurs. Tout comme nous le soulignons déjà dans notre Troisième rapport annuel la compagnie semble considérer « comme acceptable l'absence permanente de services bilingues à certains points de son réseau ».

La compagnie pourrait montrer l'exemple à beaucoup d'autres organismes fédéraux en acceptant dans sa totalité ce principe fondamental reconnu par la Loi. Il est regrettable que les efforts sincères du CN et nombre de ses réalisations concrètes soient amoindris par son attitude restrictive à l'égard de ses obligations légales. Le président du Conseil d'administration nous ayant assurés de son entière collaboration et de sa volonté d'action, nous sommes confiants de voir le CN réviser soigneusement sa philosophie à l'égard des voyageurs pour que s'élargisse son attitude face à l'article 10 de la Loi, qui présume en toute clarté l'existence d'une demande de services bilingues sur l'ensemble du réseau (tout en prévoyant des exceptions raisonnables et fondées).

Suite au discours que prononçait récemment (le 15 janvier 1975) le président-directeur général du CN à Toronto, et dans lequel il déclarait que « la réalisation d'un niveau suffisant de bilinguisme au Canada National est un défi [que doit relever] toute l'administration », c'est avec optimisme que nous attendons, pour l'année prochaine, des résultats plus acceptables.

Nous sommes maintenant en mesure de mieux évaluer la somme des efforts déployés par le CN dans la mise en œuvre des 22 recommandations formulées en janvier 1973 à la suite de l'étude spéciale de son réseau national, et des 11 recommandations relatives à l'étude du bureau régional de l'Atlantique, situé à Moncton. Ces études avaient pour but de déterminer le niveau des services bilingues offerts au public en ce qui a trait aux chemins de fer, à l'hôtellerie et, dans le cas de Moncton, aux messageries.

Vers la fin de 1974 la société a informé le Bureau du Commissaire des mesures adoptées relativement aux 12 recommandations au sujet desquelles elle n'avait fourni aucune réponse l'année dernière; les représentants du Bureau ont aussi interviewé des membres de la haute direction au siège de Montréal et de quelques administrations régionales.

Le CN a donné suite à la majorité des recommandations qu'il avait acceptées en tout ou en partie, tout au moins, pour certaines d'entre elles, au niveau des principes. Sont appliquées celles qui concernent le programme d'information aux employés, l'élaboration d'un plan d'action qui propose les objectifs du programme des langues officielles et qui en répartit les responsabilités—programme confié à un vice-président adjoint et à des coordonnateurs régionaux—, la disponibilité des imprimés bilingues à l'intention du public et les communications écrites avec ce

la fin de 1978 » et ne sera raconté « que dans la mesure où il sera possible de le faire ». On devine que ce calendrier vaguement grec et que cette philosophie quelque peu étriquée ne correspondent pas tout à fait aux intentions du législateur. Cependant, une partie du travail de débatement que le CN a entrepris depuis la parution de notre dernier rapport annuel, montre que la société s'est mise en branle avec le ferme propos d'avancer.

La haute direction et quelques vice-présidents régionaux (celui d'Edmonton, par exemple) se sont intéressés activement à l'application de la loi au CN et se sont penchés sur notre dernière appréciation afin de trouver les moyens d'apporter une réforme concrète au sein de la compagnie.

En général, le CN s'est immédiatement attaqué au règlement des 90 plaintes dont il a fait l'objet au cours de la période observée et, dans la plupart des cas, a rectifié la situation dans des délais raisonnables.

En procédant au suivi de nos 33 recommandations issues de deux études spéciales, nous avons constaté que la compagnie a élaboré un plan d'action établissant les principaux objectifs, les domaines requérant une attention particulière, le besoin d'arrêter des normes, un calendrier d'action et la nécessité « d'affecter des crédits et de contrôler l'exécution du programme avec efficacité ». Pour mener ce plan à bonne fin, le CN a nommé un vice-président adjoint dont la tâche consiste à mettre en œuvre le programme dans son ensemble, à recruter les coordonnateurs régionaux, à faire insérer une clause de service bilingue dans les nouveaux contrats passés avec les concessionnaires, à conclure une entente avec les syndicats et à déterminer les postes qui exigent la connaissance des deux langues officielles à bord des trains (comme le Rapido et le Vancouver-Montréal et les trains qui relient le Québec aux autres provinces). Le CN a également organisé divers cours de langue destinés aux employés, tant pour les débutants que pour les élèves avancés. Le nombre d'écritaux et d'annonces orales bilingues dans les gares, sur les traversiers et aux débarcadères a augmenté; depuis le 22 avril 1974, le CN a adopté le système de télécommunication INWATS permettant de servir ses clients directement en français. En outre, la collaboration entre la compagnie et le Bureau du Commissaire dans le domaine de l'information s'est avérée très fructueuse et a permis d'aider les employés à comprendre leurs droits et leurs devoirs aux termes de la Loi sur les langues officielles.

Pour la deuxième année consécutive, nous nous devons de faire remarquer que la société ne semble pas avoir encore pleinement assumé ses responsabilités, en matière de réforme, dans toute l'étendue souhaitée par le législateur à l'article 10 de la Loi—c'est-à-dire, de reconnaître la nécessité de permettre aux Canadiens de se sentir chez eux partout, en tout temps, sur tout le réseau du CN. Avec les prétextes comme « importance

toire de chansons anglaises suffisamment important pour que les anglophones en aient conclu, quoique à tort, qu'il était surtout un chanteur anglais.

Le Commissaire n'a pas contesté le droit qu'a l'artiste de choisir les chansons qu'il désire interpréter. Toutefois, il estimait qu'en raison de la réalité linguistique de la région de la capitale nationale, il aurait été sage de mentionner dans le dépliant publicitaire du 15 au 18 mai que la plupart des chansons présentées par Roger Whittaker seraient interprétées en français. Ainsi, ceux qui ignoraient les antécédents linguistiques de l'artiste auraient su à quoi s'attendre. Si cette précaution avait été prise lors du spectacle de Petula Clark à Ottawa, il y a quelques années, un incident très embarrassant aurait pu être évité. Le Commissaire a donc proposé qu'à l'avenir, les dépliant publicitaires contiennent quelques mots sur le contenu linguistique du spectacle présenté par les chanteurs moins connus.

Le Centre national des arts a accepté la proposition du Commissaire.

DOSSIER N°	LIEU	NATURE DE LA PLAINTE	RÉSULTAT
2292	Ottawa	Préposé au stationnement unilingue anglais.	Mesures correctives
2359	Ottawa	Réponse en anglais à une demande en français.	Mesures correctives
2481	Ottawa	Programme unilingue français distribué lors du récital d'un chanteur français.	Mesures correctives
2572	Ottawa	Bien que le programme de Noël (1973) de la Chorale du Centenaire ait été annoncé dans les deux langues officielles, les cantiques étaient annoncés en anglais seulement et il n'y eut qu'un seul cantique en français.	Service rendu
2915	Ottawa	Reçu de stationnement imprimé en anglais seulement.	Mesures correctives
3157	Ottawa	Un portier est incapable de s'exprimer en français.	Explications

CHEMINS DE FER NATIONAUX DU CANADA—« Le train du Nord »

APPRÉCIATION

Le récit complet des pérégrinations du CN en vue de se conformer à la Loi sur les langues officielles ne sera pas connu, semble-t-il, « avant

Le Centre national des arts n'annonçait pas par exemple que le spectacle présenté par Harry Belafonte serait surtout en anglais, car il présuimait, peut-être à tort, que les spectateurs connaissaient ce chanteur. Le Commissaire a convenu qu'il serait ridicule d'annoncer que le spectacle de Harry Belafonte se déroulerait surtout en anglais, étant donné sa renommée mondiale. Cependant, Roger Whittaker n'était pas aussi célèbre, et bon nombre d'anglophones croyaient qu'il chantait en anglais, l'ayant entendu le plus souvent chanter en cette langue aux réseaux anglais de radio ou sur disques. En outre, le Commissaire a émis l'opinion qu'un programme composé surtout de chansons en français présenté par le Centre national des arts n'aurait pas été présenté en Australie ou en Nouvelle-Zélande, et que l'artiste possédait un réper-

autrement. L'auditoire, le Centre national des arts ne tolérerait pas qu'il en fût une certaine latitude et à pouvoir changer son programme en fonction de la langue première de l'artiste. De toute manière, un artiste tient à avoir tirée des documents publicitaires, indiquant clairement que le français est « Sa chaude voix de basse est aussi étouffée en anglais qu'en français », en français. En outre, le Centre national des arts estimait que la phrase pas s'attendre qu'il chante un même nombre de chansons en anglais et dans son répertoire quelques chansons en anglais. Il ne fallait donc pas s'attendre qu'il chante un même nombre de chansons en anglais et mondiale à Paris. Ce n'est que par la suite qu'il a commencé à inclure que d'origine australienne, Roger Whittaker a acquis une renommée de constater que quelq'un pouvait avoir eu l'impression contraire. Bien pour l'interprétation de chansons françaises et a témoigné sa surprise pour le Centre national des arts a répondu que Whittaker est connu donnaient pas des indications très claires concernant le programme.

Un anglophone proteste contre le fait que le récital donné par Roger Whittaker se soit déroulé en grande partie en français. Il prétend que les annonces du Centre national des Arts étaient trompeuses et ne

Dossier n° 2979—Roger Whittaker

au Centre. respectée au cours des futures projections cinématographiques données Le Commissaire a recommandé au directeur général du CNA de veiller à ce que dorénavant l'égalité de deux langues officielles soit de sous-titres anglais.

Le réalisateur de ce programme a réellement tenté, compte tenu des films à sa disposition de monter un programme bilingue. En plus de la projection quotidienne d'un film français et d'un film anglais, l'annonce publicitaire ainsi que les feuillets du programme étaient bilingues. Quant aux sous-titres anglais, il fallait les considérer comme un « supplément ». De fait, le film « La Vie rêvée », présenté le 24 août, n'avait pas

les deux langues officielles. » Il a par ailleurs souligné que certaines pièces inscrites au programme de la saison pouvaient intéresser les amateurs de théâtre ayant une connaissance moyenne de l'autre langue, puisque la série française comportait une œuvre de Goldoni, une traduction de *La Mésalliance* de Shaw et une adaptation d'*Anna Karenine* et la série anglaise des pièces de Brecht, Molière et Sophocle.

Le Commissaire a, pour ces raisons, recommandé au CNA de mettre toute information utile sur ses saisons théâtrales à la disposition des deux communautés linguistiques.

L'année suivante, une plainte contre l'unilinguisme des dépliant annonçant l'ouverture de la location par abonnement pour les saisons 1974-1975 a amené le Commissaire à rouvrir le dossier.

Le CNA a déclaré qu'à l'issue d'une étude approfondie de la question, il avait été décidé de continuer à ne faire la publicité pour les abonnements que dans la langue des pièces au programme. Il a par ailleurs souligné, outre le fait que l'alternative tendrait plus à induire le public en erreur qu'à l'informer, que les renseignements utiles quant à la date, à l'heure et au lieu des représentations et au nombre de places disponibles étaient publiés dans les deux langues, et que les communiqués de presse étaient également bilingues.

Étant donné que jusqu'à la le Centre avait fait preuve de bonne volonté dans ses rapports avec le Bureau, le Commissaire a admis que les inquiétudes ne pouvaient qu'être réelles et a conclu que l'esprit de la recommandation avait été respecté. Il a toutefois dit espérer qu'avec le temps, une solution moins provisoire pourrait être trouvée et a prié le Centre de tout mettre en œuvre pour encourager les deux publics à faire connaissance avec l'autre culture.

Dossier n° 2296—Sans sous-titres

Un francophone se plaint que les films français présentés au Centre national des arts dans le cadre du festival « Films canadiens—Cannes '73 » sont sous-titrés en anglais tandis que les films anglais demeurent dans leur version originale sans sous-titres français. Un second plaignant signale la même situation, ajoutant que les francophones doivent payer le prix réclamé pour voir un seul film dans leur langue tandis que les anglophones ont l'avantage de voir deux films pour ce même prix.

Selon les renseignements reçus du directeur du Centre national des arts, très peu de films canadiens sont sous-titrés, soit en français soit en anglais, parce que cela n'est pas rentable à moins que le film ne s'avère un succès. Dans la série de films en question, deux films anglais n'avaient pas de sous-titres. Malheureusement la version sous-titrée du film « *Wedding in White* » était en Europe lors de la présentation du programme « Films canadiens—Cannes '73 ».

APPRECIATION

Il faut souhaiter que la virtuosité du CNA dans l'exécution tempo rubato des plaintes à son programme et son doigté dans l'harmonisation linguistique lui vaudront quelques émules parmi les ensembles dont les interprétations ont, jusqu'à présent, manqué d'inspiration.

Le *Troisième rapport annuel* faisait état des difficultés éprouvées par le CNA pour mettre en application les cinq recommandations formulées à la suite de l'étude spéciale dont l'organisme avait fait l'objet. En décembre 1974, le Bureau du Commissaire a reçu de l'institution une note l'avisant des progrès réalisés depuis lors.

Les recommandations portant sur la signalisation, les imprimés et les contrats passés avec l'Office du tourisme et des congrès de la capitale du Canada sont en application; celles sur l'information et la politique du personnel aussi, mais dans une moindre mesure. Quelques zones grises subsistent en effet : il n'est pas toujours facile de se procurer dans sa langue la documentation intéressant les artistes étrangers et le recrutement du personnel d'appoint (infirmières, barmen et serveurs) pose encore certains problèmes.

PLAINTES

Dossier n° 2145—Dans la langue de la pièce

Un anglophone se plaint du fait que le dépliant annonçant l'ouverture de la location par abonnement pour la série française (1973-1974), le coupon-réponse et le talon de tombola permettant de gagner un voyage à Paris n'ont été publiés qu'en français.

Le CNA a fait savoir au Commissaire qu'il avait toujours eu pour politique d'annoncer chaque saison théâtrale dans la langue des pièces données, d'une part parce qu'il visait dans chaque cas le segment de la population susceptible de les comprendre, d'autre part parce qu'annoncer en français et en anglais chacune des séries doublerait le budget publicitaire sans se traduire par une progression proportionnelle des ventes.

Le Commissaire a rappelé au CNA que, organisme fédéral domicilié dans la région de la capitale nationale, il était, au titre de l'article 9 (1) de la Loi sur les langues officielles, tenu « de veiller à ce que . . . le public puisse communiquer avec 'lui' et obtenir 'ses' services dans

quatre plaintes portées à son attention, qui n'ont, d'ailleurs, été suivies d'aucune recommandation.

Comme indiqué dans le *Troisième rapport annuel*, la Bibliothèque nationale avait pris certaines mesures visant à traduire dans les faits l'esprit de la Loi et l'intention du législateur sans attendre l'étude spéciale que nous lui avons consacrée et qui s'est achevée en avril 1973. C'est d'une manière tout aussi positive qu'elle a accueilli les six recommandations découlant de cette enquête; dès octobre 1973, elle signalait, d'une part, la mise en application de celle qui traitait de directives précises relatives aux obligations de l'organisme aux termes de la Loi et, d'autre part, que les cinq autres étaient en voie d'observation.

En novembre 1974, la Bibliothèque nationale faisait savoir qu'elle estimait avoir satisfait à quatre autres recommandations. Elle précisait que près de la moitié des postes définis comme bilingues conformément aux directives du Conseil du trésor étaient pourvus de titulaires parlant les deux langues, en soulignant que cela permettait d'assurer un certain niveau de bilinguisme dans les services au public, y compris en matière de communications téléphoniques. Cependant, la recommandation visant à garantir le bilinguisme des services du restaurant n'était pas entièrement appliquée en décembre 1974; elle continuait à faire l'objet de fréquents échanges de correspondance avec le ministère des Travaux publics.

La Bibliothèque nationale a encore rapporté que la totalité des objets exposés aux regards des usagers (fiches, étiquettes, macarons, etc.) avait été bilinguisée et que ses nouvelles directives rappelaient aux employés que toute publication à l'intention du public devait obligatoirement paraître simultanément dans les deux langues ou, si cela présentait un avantage, sous couverture unique. L'institution a en outre avisé sa clientèle de l'existence de versions séparées d'un document n'ayant pu, en raison de difficultés d'ordre technique, être publié en un seul volume.

PLAINTES

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
2682	Ottawa	Retard à obtenir les résultats des tests linguistiques. Service rendu
2702	Ottawa	Retard injustifiable à faire passer un test linguistique. Service rendu
2748	Ottawa	Lettre rédigée en anglais en réponse à une commande téléphonique pour des livres donnée en français. Explications
2794	Ottawa	Service médiocre en anglais. Retrait

2096	Saint-Joseph (N.-B.)	Affichage unilingue anglais.	Non fondée
2097	Ottawa	En-tête de lettre en anglais seulement.	Explications
2127	Ottawa	Erreur dans la version française d'une carte d'identité.	Mesures correctives
2351	Ottawa	Couverture unilingue anglaise sur les carnets de sténographie.	Mesures correctives
2376	Ottawa	Erreur de français dans le texte d'un dépliant.	Explications
2473	Ottawa	Délai dans la livraison des chèques adressés en français.	Mesures correctives
2486	Ottawa	Nomination d'un anglophone partiellement bilingue à un poste comprenant des liaisons avec trois unités de langue française.	Explications
2534	Ottawa	Inscription unilingue sur une couronne au cénotaphe.	Explications
2558	Hull	Un anglophone dans une ULF veut améliorer sa connaissance du français.	Service rendu
2590	Ottawa	Détails de remises libellés uniquement en anglais.	Mesures correctives
2873	Ottawa	Formule d'emprunt de meubles rédigée uniquement en anglais.	Mesures correctives
2884	Ottawa	Fautes de français dans des inscriptions sur deux camions.	Mesures correctives
2925	Ottawa	Chèques d'allocations familiales adressés à une francophone portant le titre de civilité anglais plutôt que français.	Mesures correctives
3010	Ottawa	Service en anglais seulement: Service central de voyages.	Explications
3097	Ottawa	Fautes de français dans un imprimé.	Explications
3150	Ottawa	Lettre en anglais à un francophone.	Mesures correctives
3214	Ottawa	Inscription unilingue anglaise.	Mesures correctives

BIBLIOTHÈQUE NATIONALE — « Les lettres françaises »

APPRÉCIATION

C'est avec un esprit studieux tout à son honneur que la Bibliothèque nationale s'est appliquée à mettre en œuvre les recommandations qui lui ont été faites à la suite de notre étude spéciale et à cataloguer les

6) Comme il en était fait état au paragraphe 5 ci-dessus, les exigences linguistiques des postes avaient été identifiées; il avait alors été tenu compte de la nécessité de recenser et de désigner « bilingues » la totalité des emplois de coordination et de surveillance, conformément à la politique de bilinguisme du gouvernement;

7) Le ministère était en complet accord avec cette recommandation et aborderait la question avec le Conseil du trésor, lors de l'examen de ses prévisions budgétaires. Le bureau avait d'autre part institué, avec les ressources à sa disposition et de sa propre initiative, un programme d'appoint de développement des connaissances à Montréal et Ottawa;

8) La totalité des programmes de formation parrainés par le bureau étaient offerts dans les deux langues officielles;

9) Ce travail progressait aussi rapidement que le permettaient les ressources des services de traduction socio-économique du Secrétariat d'Etat. Toutefois, les modifications portant sur les chapitres déjà traduits en français n'étaient pas simultanément diffusées dans les deux langues officielles.

Le Commissaire a aussi porté les recommandations cinq et sept à l'attention du Conseil du trésor, puisque ce dernier avait un rôle à jouer dans leur mise en vigueur.

Après de longues discussions, le Conseil a fait savoir au Commissaire que le bureau des Services de vérification de Montréal serait désigné officiellement comme unité de langue française et que le bureau principal à Ottawa ferait l'impossible pour communiquer en français avec ses employés à Montréal. Cependant ces efforts étaient nécessairement liés aux échéances prévues pour l'identification et la désignation des postes bilingues.

Le Conseil du trésor et le ministère sont tombés d'accord pour examiner à nouveau les exigences linguistiques des postes au bureau des Services de vérification de Montréal, à la lumière de la décision de constituer une unité de langue française. Suite à cet examen, on étudierait la recommandation voulant que des postes de rédacteurs/réviseurs soient créés.

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
1885	Ottawa	Discrimination possible à l'égard des Renvoi employés francophones.
1894	Ottawa	Fautes grammaticales dans un avis Mesures correctives
1928	Ottawa	Pas de services en français disponibles. Retrait

7) que le bureau des Services de vérification examine l'intérêt que pourrait présenter la création, à son bureau central et à son bureau de Montréal, d'un nombre de postes de rédacteur/réviseur (à l'échelon voulu) suffisant pour assurer la mise en point et l'application de programmes d'amélioration qualitative des documents anglais et français, l'entretien des connaissances et l'amélioration de la maîtrise de la langue seconde parmi le personnel, le dialogue avec les employés et la possibilité de les conseiller sur certaines questions linguistiques précises que pose la préparation des rapports de vérification, et une aide matérielle aux directions et autres services lors de la rédaction de documents et manuels bilingues;

8) que tout soit mis en œuvre pour offrir les programmes de formation et de perfectionnement au personnel des bureaux des Services de vérification de la province de Québec dans la langue de son choix;

9) que le ministère hâte la traduction de son *Manuel de vérification des coûts* et entreprenne celle du *Manuel de vérification générale*, en veillant à ce que toute modification apportée soit publiée simultanément dans les deux langues officielles.

Arguant des obligations du bureau des Services de vérification aux termes de la Loi en ce qui concerne la prestation des services demandés par un client, le ministère a fait quelques réserves au sujet de ces recommandations.

Il a par ailleurs adopté l'attitude suivante par rapport à chacune d'elles :

1) Tous les agents du ministère ont été avisés qu'ils pourraient travailler dans la langue de leur choix;

2) La variété des vérifications appelées, selon toute vraisemblance, à se poursuivre était telle que ce serait chose difficile, mais le ministère poursuivait l'examen de la question;

3) Toute communication de caractère général serait dorénavant publiée simultanément dans les deux langues et tout contact établi à propos d'une vérification précise le serait dans la langue de l'agent y procédant;

4) Étant donné l'intention du ministère d'autoriser ses agents à travailler dans la langue de leur choix, les rapports seraient dorénavant normalement préparés dans la langue des vérificateurs. Au cas où la langue de l'organisme assujéti à vérification ne serait pas celle du client, le rapport serait traduit;

5) Les exigences linguistiques des postes du ministère avaient été identifiées en 1973; un calendrier de désignation avait alors été préparé en conformité avec la politique du bilinguisme du gouvernement;

Le Commissaire a répondu qu'il pensait utile que des représentants du ministère visitent les bureaux des Services de vérification de Montréal et de la région de Québec en compagnie d'agents du Service des plaintes, afin de se familiariser sur place avec la façon dont s'y organisait l'application de la Loi sur les langues officielles. Les agents du Commissaire y ont procédé à un certain nombre d'entrevues et distribué aux employés un questionnaire détaillé portant sur les communications internes et externes en leur demandant de le faire parvenir directement au bureau du Commissaire.

Après dépouillement des rapports de ses représentants, le Commissaire a jugé indispensable de recommander ce qui suit, non seulement pour remédier aux infractions constatées, mais encore pour assister le ministère dans l'application d'une politique des langues officielles qui rende mieux compte de l'égalité de statut, de droits et de privilèges du français et de l'anglais en ce qui concerne leur emploi au bureau des Services de vérification. Il a ainsi été recommandé :

2) que, en collaboration avec le Conseil du trésor, le ministère des Approvisionnements et Services étudie la possibilité de constituer une unité de langue française au sein de son bureau de Montréal;

3) que tout document opérationnel, avis, directive, mémoire, lettre ou autre note, préparé par le bureau central des Services de vérification soit, au Québec, simultanément diffusé dans les deux langues officielles;

4) que le bureau central des Services de vérification avise les ministères clients que, passé une période transitoire de douze mois maximum, tous les rapports de vérification rédigés par ses employés de la province de Québec seraient préparés dans la langue choisie par le vérificateur;

5) que, en collaboration avec le Conseil du trésor et avant la fin de mars 1974, le ministère procède à une réévaluation des exigences linguistiques des postes du bureau des Services de vérification de Montréal, afin d'accroître le nombre d'emplois identifiés et de désignés « unilingues français » ou « français ou anglais », ce en particulier, mais non exclusivement, aux niveaux d'entrée;

6) que, en collaboration avec le Conseil du trésor et avant la fin de mars 1974, le ministère identifie et désigne « bilingue » un nombre de postes de coordination et de surveillance suffisant pour permettre une communication efficace, tant en français qu'en anglais, entre les agents du bureau des Services de vérification exerçant dans la province de Québec et ceux du bureau central;

payages intérieurs ne sont pas dépourvus d'imperfections. Deux des 31 plaintes dont il a fait l'objet ont donné lieu à des recommandations aux termes de la Loi sur les langues officielles et, dans le cas d'un bureau des Services de vérification comptable au Québec, le Commissaire a jugé utile de faire procéder à une inspection afin que puisse être évaluée sur place la situation du français langue de travail. C'est sans détour et sans la moindre consipation que le ministère a offert sa collaboration.

PLAINTES

Dossiers nos 1911, 1912—« Explications en anglais s.v.p. »

Deux fonctionnaires du ministère informent le Commissaire qu'on leur a renvoyé leurs formules de demande de permis de stationnement remplies en français avec la mention « explications en anglais s'il vous plaît ».

Le ministère a indiqué au Commissaire que le commis qui avait prié les plaignantes de remplir ces formules en anglais l'avait fait afin que celles-ci puissent faire l'objet d'une attention immédiate. Le ministère a en effet précisé que les formules remplies en français étaient traduites en anglais avant d'être présentées à la personne en charge de l'attribution des stationnements.

Le Commissaire a recommandé au ministère de prendre les mesures appropriées pour que les formules remplies en français soient examinées telles qu'elles et d'éviter tout retard possible dû à la traduction, ceci afin d'assurer un service également efficace dans les deux langues officielles.

Le ministère a répondu qu'il avait identifié comme bilingue le poste du préposé au stationnement, assurant ainsi un service dans les deux langues officielles. Ce qui supprimera les délais qu'entraînait nécessairement le recours à la traduction.

Dossier no 2166—Langue de travail à Montréal

Le plaignant prétend que les agents du bureau des Services de vérification de Montréal n'ont pas l'occasion de travailler dans la langue de leur choix et que la plupart des directives de caractère général ne sont diffusées qu'en anglais.

Le ministère a répondu que, conformément à la politique gouvernementale, son personnel avait le droit de s'exprimer dans la langue de son choix mais que, le bureau ayant pour principe de satisfaire d'abord son public, les rapports devaient être préparés et remis dans la langue demandée par le ministère client.

2894	Calgary	Une jeune anglophone dit éprouver des difficultés à obtenir un emploi parce qu'elle n'est pas bilingue.	Explications
2913	Montréal	Estampilles en langue anglaise sur des enveloppes.	Mesures correctives
2923	Ottawa	Pas de services en français au bureau	Explications
2944	Montréal-Toronto	Absence de services en français au comptoir à Dorval, à la barrière et en cours de vol. Pas de journaux en français.	Explications
2969	Québec-Ottawa	Equipage unilingue anglais. Français incompréhensible des paroles d'accueil.	Explications
2972	Edmonton-Montréal	Pas de services en français.	Explications
2983	Regina-Montréal-Ottawa et Québec	Pas de services en français.	Explications
3020	Montréal	Carence de journaux et revues français sur vols vers l'ouest.	Retrait
3037	Winnipeg	Adresse d'expéditeur en anglais seulement sur des lettres.	Mesures correctives
3051	Montréal	Carence de services en français.	Retrait
3064	Montréal-Miami	Pas de services en français. Insigne unilingue.	Explications
3070	Montréal	Une employé expose des griefs au sujet du calcul de l'ancienneté.	Renvoi
3077	Ottawa	Services en anglais seulement à l'aéroport; comptoir des bagages.	Explications
3108	Toronto	Difficultés qu'éprouvent les hôtesse unilingues anglaises dans leur emploi.	Explications
3165	Québec-Montréal	Service en anglais en cours de vol.	Explications
3194, 3334	Montréal	Panneau en anglais seulement. Service téléphonique unilingue anglais.	Mesures correctives

APPROVISIONNEMENTS ET SERVICES — « Tant qu'y aura quelque chose dans le frigidaire... »

APPRECIATION

Bien que le ministère dispose d'un éventail de bureaux de gestion des plus fournis et des mieux formés, les services linguistiques qu'il assure à ses clients du gouvernement en quête d'ameublement et autres

2620	Montréal	Dépliant non disponible en français à l'aéroport. Les agents de sécurité s'adressent d'abord en anglais.	Explications
2636	Toronto	Publication unilingue anglaise à l'aéroport.	Explications
2642	Toronto-Ottawa	Pas de services en français à bord d'un vol Toronto-Ottawa.	Explications
2660	Ottawa-Québec	Pas de services en français de la part de la préposée aux billets à Ottawa et en cours de vol, omission de la version française d'un avis du pilote.	Explications
2662	Toronto	Absence de services en français au guichet d'embarquement à l'aéroport de Toronto.	Mesures correctives
2667	Paris-Montréal	Présentation unilingue anglaise d'un programme musical enregistré et remis aux voyageurs.	Mesures correctives
2674	Ottawa-Toronto et Winnipeg	Pas de services en français.	Explications
2697	Saint-Jean (N.-B.)-Halifax	Annonces en anglais seulement en cours de vol.	Explications
2715	Winnipeg-Edmonton-Winnipeg	Pas de service en français.	Explications
2735	Timmins et Toronto	Pas de services en français à l'aéroport.	Explications
2737, 2783, 2787	Ottawa-Montréal	Annonces en anglais seulement en cours de vol.	Explications
2777	Montréal-Québec	Ni une revue ni un journal en français.	Explications
2796		Au cours d'un programme télévisé par Radio-Canada et commandité par Air Canada sur la série finale du championnat mondial de curling, les commentateurs n'ont été faits qu'en anglais et en allemand.	Explications
2809, 2857	Ottawa-Toronto	Intelligibilité de l'anglais des hôtesse francophones sur les vols Ottawa-Toronto.	Explications
2882	Winnipeg-Saskatoon	Pas de services en français.	Explications
2893	Moncton	Délais pour obtenir des services en français.	Explications

2205	Ottawa	Dans le mensuel <i>En Route</i> , d'Aïr Mesures Canada, la majorité des annonces sont unilingues anglaises.	Mesures correctives
2299, 2490	Edmonton-Winnipeg	Toutes les annonces en anglais seulement. Pas de services en français.	Explications
2317	Paris (France)	Mauvaise qualité du français de certaines annonces.	Explications
2388	Ottawa	Inscriptions unilingues anglaises sur cartes géographiques à l'intérieur d'un dépliant.	Mesures correctives
2395	Toronto-St-Jean (Terre-Neuve)	Annonces en anglais seulement.	Explications
2402	Toronto	Dépliant disponible en anglais seulement au kiosque de renseignements à l'aéroport de Toronto.	Mesures correctives
2405	Frédéricton	Commentaires en anglais seulement.	Explications
2443	Ottawa	Absence de services en français au bureau d'Ottawa.	Explications
2447	Aéroport Kennedy, New York	Affichage qui ne respecte pas la Loi sur les langues officielles.	Mesures correctives
2475	Ottawa-Rouyn-Noranda	Brochure unilingue anglaise.	Mesures correctives
2477	Saskatoon (Saskatchewan)	Annonce sur bande enregistrée en anglais seulement.	Explications
2510	Toronto-Montreal	Service de traduction déplorable. Absence de quotidiens en français.	Explications
2535	Sudbury	Service unilingue anglais lorsqu'on téléphone au bureau.	Explications
2543, 2555	Timmins-Toronto-Timmins	Absence de services en français à bord d'un vol Timmins-Toronto et au terminus II à Toronto.	Explications
2557	Regina (Saskatchewan)	Pas de service en français au bureau de Regina.	Explications
2585	St-Jean (Terre-Neuve)	Hôtesses unilingues omet d'offrir les services d'un(e) collègue bilingue.	Explications
2612	Winnipeg-Montreal-Winnipeg	Toutes les annonces ne sont pas traduites et hôtesses unilingues n'offre pas le service en français.	Explications

1869	Bruxelles-Montréal	Annonces en anglais seulement sauf au décollage et à l'atterrissage.	Explications
1876	Freeport (Bahamas)	Annonces en anglais seulement à l'aéroport de Freeport et services unilingues anglais au bureau d'Air Canada au Bazar international.	Explications
1887	Regina-Vancouver	Pas de services en français.	Explications
1904	Earlton (Ontario)	Absence de services en français au comptoir d'Air Canada.	Retrait
1918	Winnipeg	Remarques sur le bilinguisme à Air Canada.	Explications
1937	Winnipeg-Regina	Absence de services en français et tableaux indicateurs pour les arrivées et départ en anglais seulement.	Explications
1941	Ottawa	Annonce en français seulement dans un programme bilingue du Centre national des arts.	Mesures correctives
1948	Ottawa-Toronto	Pas de services en français. Annonces en anglais seulement.	Explications
1963	Regina-Winnipeg	Annonces faites en anglais par une francophone sont intelligibles.	Explications
1977	Winnipeg et New York	Un francophone reçoit du bureau de crédit à Winnipeg une lettre en anglais. Préposé unilingue anglais à l'aéroport Kennedy.	Explications
1980	Toronto-La Havane, Cuba-Ottawa	Pas de services en français sur le vol d'Air Canada à Toronto s'exprime dans un français intelligible. Au terminus II de Toronto, pas d'écrans bilingues. Attente pour services en français, rue Albert, Ottawa.	Explications
2006	Ottawa	Estampille unilingue anglaise sur une formule de recherche de bagage.	Mesures correctives
2046	Regina	Annonces des arrivées et départs en anglais seulement.	Explications
2121	Sudbury-Toronto	Services unilingues anglais. Pas de journaux ni revues en français.	Explications
2130	Ottawa	Aide demandé dans le règlement d'une grève.	Explications
2144	Victoria-Winnipeg et Toronto	Les explications concernant l'utilisation du masque à oxygène n'ont été données qu'en anglais.	Explications
2175	Ottawa	Sous-titre en anglais seulement dans une revue bilingue.	Mesures correctives

aéroports que dans les antennes urbaines, ce programme permet en outre aux agents navigants qui ont atteint le niveau 3 à Jonquière ou ailleurs d'entretenir leur connaissances. »

Selon la compagnie, les programmes ci-dessus ne représentent qu'une partie des mesures « préventives et curatives qu'Air Canada a prises ou doit prendre pour réaliser l'objectif qu'elle s'est fixée... de se constituer une capacité bilingue institutionnelle lui permettant de faire face à ses obligations commerciales tout en respectant l'esprit de la Loi sur les langues officielles et l'intention du législateur. »

Elle a encore déclaré que « jusqu'à ce que ce but ait été atteint, les palliatifs ponctuels du genre enregistrément ne seront pas dénués d'intérêt » et qu'elle ferait bon accueil aux suggestions et recommandations que le Commissaire pourrait lui faire à ce sujet. Mais non sans ajouter : « Cependant, si ce que l'on souhaite c'est que cet objectif, le bilinguisme institutionnel, puisse soutenir les assauts du temps et de la conjoncture, il devient dès lors impératif de lui donner des assises solides. Car s'il est en effet possible de réaliser l'objectif à court terme que constitue la réduction du volume des plaintes par l'introduction d'expédients mécaniques... force est d'admettre que, pour le long terme, c'est sur le recrutement qu'il faudra mettre l'accent. »

DOSSIER N° LIEU NATURE DE LA PLAINTE RÉSULTAT

1691	Toronto-Ottawa	Annonces en anglais seulement.	Mesures correctives
1773	Winnipeg-Edmonton	Annonces en anglais seulement.	Explications
1815	Ottawa	Contestation d'une directive voulant qu'on appelle les passagers dans les deux langues officielles et demande d'enquête sur la politique d'avancement de la société.	Explications
1828	Ottawa	Budget d'établissement déposé à la Chambre des communes en anglais seulement.	Mesures correctives
1834	Montréal-Toronto-Montréal	Accueil et services aux passagers en anglais seulement. Annonces en anglais seulement.	Explications
1850	Ottawa-Toronto	Annonces en anglais seulement.	Explications
1867	Winnipeg-Ottawa	Pas de services en français.	Explications
1868	Winnipeg	En tête de lettre en anglais seulement au bureau des comptes.	Explications

Bien qu'ils ne l'aient pas tout à fait convaincu, le Commissaire a admis les impératifs de sécurité invoqués par la société pour s'opposer à l'emploi de papillons invitant le passager à faire connaître ses préférences linguistiques. Il a néanmoins convié Air Canada à étudier les possibilités offertes par une carte à cet effet, comportant un texte au recto, un autre au verso.

Le Commissaire a trouvé certaines raisons d'espérer dans le fait que la compagnie avait lancé un programme dynamique pour quelque 750 agents-chefs de cabine, accéléré le recrutement de personnel bilingue et, « hormis sur un nombre très restreint d'itinéraires internationaux », « d'ores et déjà . . . réalisé » son objectif d'« assurer la présence d'un agent bilingue au moins » sur tous ses vols.

La clairvoyance qui a poussé Air Canada à mettre sur rail un projet visant à toucher et si possible à recruter un nombre accru de bilingues dans les régions anglophones a fait forte impression sur le Commissaire. L'initiative se traduit en Colombie-Britannique par un programme dont le but est d'« encourager les étudiants des établissements secondaires et universitaires de la province à choisir le français comme seconde langue. La campagne se fonde essentiellement sur la dissémination directe de l'information sur les débouchés offerts par Air Canada aux candidats réunissant les qualifications requises, sur le plan linguistique notamment. A cette fin, la société organise dans les établissements d'enseignement des réunions-débats au cours desquelles des représentants du personnel navigant et de certaines autres catégories d'agents parlent de leurs fonctions, mais en insistant sur l'importance et les avantages d'une bonne connaissance de la seconde langue officielle. Parallèlement, la compagnie fournit des journaux, revues et autres documents en français aux établissements associés à ce programme qui, s'il produit les résultats escomptés, sera élargi à l'ensemble du pays. »

Air Canada ajoutait : « bien évidemment, le personnel navigant tire aussi pleinement parti des cours de langue offerts par la société. Depuis le début de l'année, une centaine d'agents de cabine ont pris part aux sessions de quatre semaines d'immersion organisées à Jonquière et quelque 160 autres s'y sont inscrits pour l'année scolaire 1974-1975 ».

Le Commissaire a de la même façon noté la déclaration d'Air Canada, selon laquelle « une forte proportion du personnel de cabine met à profit le programme de la société, intitulé 'Dialogue Canada Programmé', qui combine l'auto-enseignement à une assistance personnalisée. Après un nombre d'heures d'étude fixé par la méthode, l'élève rencontre un professeur à intervalles de quinze jours dans le cadre de la mini-classe que réunit le conseiller local, auquel l'élève peut à tout moment signaler par téléphone qu'il est prêt à passer à l'étape suivante. D'ores et déjà en œuvre dans toutes nos bases, aussi bien dans les

Le Commissaire s'est dit satisfait d'apprendre qu'Air Canada entendait mettre en application dans tous les aéroports des régions Ouest, Centre et Sud la recommandation portant sur les annonces au sol et s'est félicité de l'intérêt que porte la société à la mise en œuvre d'un appareil pour les relations avec la clientèle qui fasse appel à l'homme comme à la technique, mais en donnant priorité au contact humain. Cependant, bien qu'il souscrive pleinement au vœu de la compagnie d'« tester par le service de l'humanité chaleureuse et cordiale qu'elle désire être son image de marque », le Commissaire n'est pas entièrement convaincu que le critère « nécessité absolue », en limitant l'emploi des moyens techniques, garantisse l'obtention des résultats escomptés. De plus, s'il peut admettre des manquements d'origine technique, il ne saurait accepter, quelle que soit la raison, que les annonces ne soient pas faites dans la seconde langue, comme c'est souvent le cas, en raison d'oublis ou de négligences imputables au personnel bilingue. Et l'exemple de Toronto 2 est à cet égard édifiant.

Bien que satisfait des suites données à sa recommandation sur les annonces en vol dans le cas des Boeing 747 et 727-200, le Commissaire est loin d'être persuadé par l'argumentation motivant le refus de la société d'installer des enregistrements à bord des L-1011, DC-8 et DC-9, à savoir : que « la facture friserait 750 000 dollars. » Il lui paraît en effet extrêmement difficile de concevoir qu'il puisse revenir aussi cher d'équiper ces appareils de magnétophones à cassettes parfaitement ordinaires. Il lui semble par contre que la généralisation de leur emploi serait de nature à empêcher que ne lui parviennent des plaintes au sujet de vols au cours desquels, malgré les efforts déployés, tous les compléments d'information auraient été lus en une seule langue (c'est-à-dire en anglais). En outre, s'il considère qu'en se fixant pour objectif d'« assurer la présence d'un agent bilingue au moins à bord de tous ses appareils, sur toutes les lignes du réseau dès avant l'été 1975 », la société a fait un pas dans la bonne direction, il ne voit pas comment cet unique agent bilingue s'y prendra pour simultanément s'occuper, en deux ou trois endroits de la cabine, d'autant de passagers contraints, pour se faire servir dans leur propre langue, de passer par lui. Dans ces circonstances, le Commissaire ne peut qu'attribuer à un « manque d'imagination » la réticence marquée par la société à un simple essai d'utilisation de magnétophones à un prix abordable.

Le Commissaire reste tout aussi sceptique quant au « manque de souplesse » allégué par la compagnie pour justifier son opposition à l'enregistrement de textes prévoyant des situations tout à fait particulières et l'emploi d'agents bilingues (enfin) pour « les annonces ordinaires et de routine, celles qui concernent les repas, par exemple. » C'est là rêverie que le Commissaire espère voir se réaliser un jour . . .

Recommandation 3 (emploi de cassettes tenant compte d'un maximum d'éventualités)

Air Canada a catégoriquement rejeté cette recommandation en raison du manque de souplesse des enregistrements et « du caractère hautement imprévisible et ponctuel d'annonces dont l'infinité variété multiplierait au point de les rendre inutilisables . . . les bandes ou cassettes. »

Recommandation 4 (emploi d'un papillon demandant au passager de préciser ses préférences linguistiques)

Pour refuser de donner suite à cette recommandation, la société a fait état d'impératifs sécuritaires, de la qualité de l'environnement visuel à bord des appareils et de « l'aspect ségrégatif d'un 'étiquetage' des passagers. »

Recommandation 5 (obligation pour le personnel de cabine d'offrir spontanément tout service dans les deux langues)

La société a fait savoir à ce propos qu'elle venait de lancer un programme en vue de donner « à environ 750 agents-chefs de cabine une formation fonctionnelle spécialisée dans la conduite des hommes . . . cours où est mis en relief le caractère impératif d'une offre spontanée des services dans les deux langues officielles. »

Air Canada a en outre signalé que la proportion bilingue/unilingue était passée, au niveau du recrutement, d'« environ 55/25 à 80/20 » et s'y maintiendrait « au moins jusqu'au printemps 1975. » Après avoir souligné à ce propos que cette mesure devait lui permettre d'atteindre le but qu'elle s'était elle-même fixé d'« assurer la présence d'un agent bilingue au moins à bord de tous ses appareils, sur toutes ses lignes du réseau des avant l'été 1975 », la société a rappelé que « hormis sur un nombre très restreint d'itinéraires internationaux au départ de Toronto et de certaines villes de l'Ouest, cet objectif avait d'ores et déjà été réalisé. »

Recommandation 6 (mise à l'essai de la recommandation 4, au moins à titre expérimental)

Il n'a pas été donné suite à cette recommandation étant donné la décision d'Air Canada de ne pas mettre la recommandation 4 en appli-

Air Canada a encore assuré le Commissaire qu'une expérience tentée dans les principaux aéroports des régions Sud et Centre et qu'un certain nombre de réunions et discussions se tiendraient sur ce thème entre la mi-novembre et la fin décembre 1974. La société a d'autre part signalé vers le milieu de novembre qu'elle faisait porter ses efforts sur le recrutement et la formation.

La compagnie devait préciser dans les derniers jours de février que ces conversations avaient eu lieu et que London, Windsor, North Bay, Sudbury, Timmins et Sault-Sainte-Marie avaient reçu le feu vert en ce qui concernait l'adoption de la solution hommes-machines. Les décisions affectant la région Sud seraient, elles, prises « dans les tout prochains mois ».

Recommandation 2 (emploi d'enregistrements à bord de tous les appareils)

Air Canada a informé le Commissaire que des bandes automatisées avaient été installées sur tous ses Boeing 747, ainsi que sur les nouveaux Boeing 727-200 dont elle prenait alors livraison (novembre 1974). Elle déclinaît toutefois de mettre en application immédiate la recommandation dans le cas de ses L-1001, DC-8 et DC-9, en arguant du fait que « la facture friserait 750 000 dollars », tandis que, « pour les Boeing 747 et 727, relativement peu nombreux, le facteur coût se trouvait réduit du fait que l'installation pouvait intervenir au stade de la fabrication. . . . »

Toutefois, la compagnie faisait savoir le 26 février que, nonobstant leur installation à bord de ses Boeing 747 et 727, ces équipements n'avaient pas été mis en service. Elle continuait en effet de préférer l'humain au mécanisme et avait en conséquence ordonné à ses agents de faire les annonces de vive voix. Elle ajoutait qu'en dépit des problèmes posés par le recrutement et les congés de convenance personnelle, la composition de sa main-d'œuvre lui permettait de prévoir au moins un employé bilingue pour la majorité des vols vers l'ouest au départ de Winnipeg.

Pour l'essentiel, la société reproche aux enregistrements leur « manque de souplesse ». A l'en croire, en effet, la nature de certains messages interdit l'emploi des bandes et rend indispensable l'intervention des agents de cabine. Elle ajoutait : « . . . et s'il faut à bord un personnel bilingue pour les annonces imprévisibles, il serait tout à l'avantage et des passagers et de la compagnie que les annonces ordinaires ou de routine, celles qui concernent les repas, par exemple, soient faites de la même façon. »

sonnel bilingue proposé aux comptoirs. Elle a commandé un certain nombre de magnétophones et préparé des bandes pour tous ses aéroports. Au 13 novembre, celui de Vancouver disposait, selon la société, d'enregistrements « suffisants pour la plupart de ses besoins »; ceux de Winnipeg, Calgary et Edmonton seraient équipés dès le début de décembre 1974 et ceux de Victoria, Saskatoon, Regina et Thunder Bay, dès la fin de l'année.

Le 26 février 1975, Air Canada faisait savoir que l'aéroport de Winnipeg utilisait désormais le matériel en question, que celui d'Edmonton l'avait inauguré le matin même et que ceux de Vancouver et Calgary en avaient mis en œuvre la majeure partie. Les installations de Thunder Bay venaient, elles, d'être transférées, dans l'organigramme de la compagnie, de la région Ouest à la région Centre et n'avaient, de ce fait, pas été en mesure de respecter les délais; mais elles seraient « en conformité » avec la recommandation des réception des équipements.

La société a par ailleurs rapporté le 13 novembre 1974, que l'administration de la région Centre envisageait de recourir à une association analogue des moyens humains et techniques. Dans cette optique, Toronto 2 installerait au centre de ses locaux un service d'annonces par voie de haut-parleurs auquel seraient affectés des agents bilingues ou polyglottes, à qui les préposés aux comptoirs et à l'embarkement transmettraient leurs demandes de messages bilingues par l'intermédiaire du système de communication en place aux postes d'embarquement ou des écrans cathodiques Reservac II. En outre, ce service central serait ultérieurement relié à un service bilinguisé chargé de la transmission des appels publics. Air Canada a précisé que, à « moins d'impondérables », « le service serait opérationnel dès janvier 1975. »

La compagnie devait par la suite signaler, dans une lettre en date du 26 février 1975, que « ces équipements [seraient] en place et mis en service dans les six semaines » et que le service de réservation de Toronto disposerait dès le 1^{er} avril 1975 de deux lignes téléphoniques distinctes, l'une pour les annonces de départ, l'autre pour les avis d'arrivée.

La société a fait savoir que ce compromis s'inscrivait dans le droit-fil de sa politique de limitation des enregistrements aux « cas de nécessité absolue ». Elle estime en effet qu'ils ne sont pas utiles au personnel bilingue habilité à lire les annonces et qu'il convient de favoriser l'humain par rapport au mécanique dans les rapports avec la clientèle, quelle que soit la langue choisie par l'utilisateur. Elle y voit de surcroît cet avantage qu'« à mesure que, par recrutement et cours de langue, la proportion d'agents bilingues progressera, le système pourra être abandonné sans perte d'investissements importants. »

l'on constate à la dernière minute que la totalité du personnel de bord est unilingue, d'autre part, parce que, si ces cassettes se trouvent à bord de tous les avions, cette solution semble devoir constituer pour la société un moyen relativement sûr de satisfaire à ses obligations à l'égard du réseau, au Canada comme à l'étranger;

3) que, en complément à la recommandation précédente, Air Canada :
 a) prévient des enregistrements pour autant de situations susceptibles de se présenter en vol que possible;
 b) procède au besoin, d'ici le 31 octobre 1974, aux aménagements techniques nécessaires à l'installation de magnétophones ou à l'utilisation de cassettes;

c) fasse entreposer les enregistrements dans un endroit facilement accessible au personnel de cabine;
 d) rompe ce personnel à l'emploi des cassettes en situation normale et, dans les limites de la sécurité, en situation exceptionnelle;
 e) précise les modalités d'emploi de ces enregistrements en termes tout à fait clairs dans ses manuels de vol, sous la rubrique « devoirs du personnel—en vol »;

4) qu'Air Canada fasse apposer sur la face intérieure des tablettes pliantes incorporées aux dossiers un papillon demandant aux passagers de préciser, au moyen d'une carte à épingler sur le siège, la langue dans laquelle ils préféreraient être servis, (un coup d'œil suffira au personnel pour savoir quelle langue employer);

5) qu'Air Canada fasse bien comprendre à son personnel de cabine, pendant les stages de formation, par directives et en procédant à des contrôles, qu'il est de son devoir d'offrir, systématiquement, toujours et partout, les services dans les deux langues;

6) qu'Air Canada mette la méthode recommandée en 4 à l'essai à bord d'un ou deux appareils pendant deux ou trois mois et tienne le Commissaire au courant des avantages et inconvénients inhérents à son emploi.

Après avoir donné son avis sur les recommandations le 13 novembre 1974, Air Canada a envoyé deux représentants s'entretenir de la question avec le Commissaire le 29 novembre suivant.
 On trouvera ci-après l'essentiel des suites données à chaque recommandation :

Recommandation 1 (annonces au sol)

L'administration de la région Ouest a admis le principe des enregistrements, mais accordera une attention égale à l'augmentation de per-

2) qu'Air Canada généralise l'emploi des enregistrements à bord de ses appareils, d'une part afin de pallier les problèmes qui se posent lorsque

proportions raisonnables;

1) que, tant au Canada qu'à l'étranger, dans tous les aéroports où elle ne procède pas déjà de cette manière, Air Canada annonce ses départs, arrivées et autres renseignements d'intérêt général au moyen d'enregistrements, en accordant la préséance au français dans le Québec et les régions de langue française et à l'anglais partout ailleurs, sauf à Ottawa, où, en raison de l'importance symbolique de la région de la capitale nationale il serait préférable d'alterner l'ordre des langues dans des proportions raisonnables;

Le Commissaire a recommandé :

langues officielles.

quelques-unes des mieux connues parmi les exigences de la Loi sur les langues officielles.

« médecine préventive », il a, à l'issue de cette analyse, formulé certaines recommandations susceptibles d'aider la compagnie à satisfaire à du dossier avec les dirigeants de la société. Convaincu des vertus de la sans invoquer une plainte précise, le Commissaire a examiné l'ensemble Le 7 février 1974, après avoir obtenu l'accord d'Air Canada et

cas, que sur demande.

français, au lieu d'être offerts spontanément, ne le sont, dans le meilleur Cette seconde raison de mécontentement fait ressortir que les services en reils, d'autre part, l'insuffisance des services en français en cours de vol. d'annonces en français dans les aéroports et, souvent, à bord des appa- grande fréquence de deux motifs d'insatisfaction : d'une part, l'absence plaintes contre Air Canada, le Bureau du Commissaire a noté la très Depuis sa création, en 1970, au fil de l'instruction de nombreuses

Dossiers n°s 162-52/45 — « L'espoir »

les corrections qui s'imposaient.

Quant à l'enveloppe qui faisait l'objet de la plainte, Air Canada a assuré le Commissaire que des mesures seraient prises pour apporter

mois de juin 1975.

compléter la traduction de ceux qui étaient encore unilingues d'ici le laires, enveloppes, factures, etc. était déjà bilingue et qu'elle prévoyait ou utilisées par le public. Elle a ajouté que la majorité de ses formulés ; la priorité serait donnée à ceux de ces documents qui sont vus dans les deux langues officielles ou de planifier leur traduction éventuelle ; la priorité serait donnée à ceux de ces documents qui sont vus quelque temps elle avait mis au point une méthode systématique de vérification de tous ses formulaires afin de s'assurer de leur disponibilité La société Air Canada a informé le Commissaire que depuis déjà

dans les plus brefs délais, produites en version bilingue.

sitions de la Loi sur les langues officielles et de s'assurer qu'elles soient, publicitaires, etc.) afin de relever toutes pièces non conformes aux dispo-

Un francophone compose un soir le numéro des réservations d'Air Canada à Sudbury. Un enregistré en anglais l'invite à composer un autre numéro où des renseignements enregistrés sont communiqués en anglais seulement.

La société a répondu que le numéro des réservations à Sudbury était branché, après les heures de bureau, sur un système d'enregistrement automatique bilingue. Toutefois, comme le message téléphonique est d'abord transmis en anglais, il est possible que le message français échappe à une personne qui raccroche trop vite.

Selon Air Canada, les enregistrements étaient faits dans les deux langues la plupart du temps. Cependant, il arrivait parfois que la société ne puisse enregistrer le message en français parce qu'il n'y avait aucun employé bilingue de service; elle s'en excusait auprès du plaignant. La société a, par ailleurs, indiqué que le nombre d'agents bilingues employés à Sudbury avait augmenté sensiblement depuis la fin 1973.

Le Commissaire a recommandé à la société de préciser dès le début des messages enregistrés qu'il s'agit d'un enregistrement bilingue par une phrase comme : « This is a bilingual announcement (or recording). Ceci est un enregistrement bilingue ». La société a répliqué qu'elle n'adopterait pas la recommandation pour les raisons suivantes :

- 1) les messages enregistrés n'étaient pas nécessairement captés par les clients depuis le début de l'enregistrement ;
- 2) la longueur des messages était limitée et il fallait continuellement en contrôler le contenu. Faire précéder ceux-ci par la mention suggérée aggraverait ce problème.

Air Canada a souligné qu'elle cherchait toujours à s'adresser au public dans les deux langues officielles et qu'il ne lui semblait pas nécessaire de préciser son intention dès le début de l'enregistrement. Le Commissaire, n'acceptant pas cette explication, a indiqué au plaignant qu'il ferait état de sa réponse défavorable dans son rapport.

Dossier n° 3156—Inscription unilingue

Un francophone d'Aylmer, au Québec, envoie au Commissaire une enveloppe-réponse émanant du bureau d'Air Canada à Winnipeg. Cette enveloppe portait l'inscription unilingue *Credit Card Bureau*.

Comme en avril 1973 et en juin 1974 le Commissaire avait saisi Air Canada de deux plaintes analogues, il a recommandé à la société qu'une vérification exhaustive soit faite de tout matériel imprimé destiné à être vu du public (en-têtes de lettres, enveloppes portant adresse de retour, enveloppes-réponse, cartes-réponse, factures, circulaires, dépliants

Air Canada a répondu que les mesures nécessaires avaient été prises afin que les annonces de NorOntair à l'aéroport de Sudbury soient faites dans les deux langues officielles. Plus précisément, les annonces avaient été enregistrées dans les deux langues officielles. Dans l'éventualité d'opérations anormales, les agents passagers avaient reçu les instructions de faire les annonces en anglais et français.

Dossier n° 2514—A quelques exceptions près

Lors d'un voyage à travers le Canada, un francophone constate qu'il ne peut obtenir des services en français du personnel d'Air Canada à l'aéroport d'Ottawa, à l'aéroport de Toronto, dans l'avion entre Toronto et Vancouver, à l'aéroport de Calgary, à l'aéroport de Vancouver (proposé aux bagages, aux billets et à l'information), à l'aéroport de Regina, à l'aéroport de Winnipeg, au cours d'un vol Toronto-London-Toronto, à l'aéroport de London, à l'aéroport d'Halifax et au cours d'un vol Québec-Ottawa.

Air Canada a répondu qu'un service en français était, à quelques exceptions près, disponible sur demande. Elle a ajouté qu'elle s'appliquait activement à donner des cours de français aux anciens employés et à recruter du personnel bilingue dans la mesure du possible. Dans plusieurs villes la société avait déjà dépassé ses objectifs.

Le Commissaire a répondu à la société que ses explications étaient inacceptables. Il a indiqué au plaignant qu'il avait maintes fois insisté auprès d'Air Canada sur la nécessité d'*offrir* les services dans les deux langues officielles au lieu d'assurer qu'ils soient disponibles uniquement « sur demande ». Il a rappelé à la société que le seul fait pour un client de s'adresser en français à un de ses employés constituait une « demande » pour des services en français. Cet employé devait donc, s'il ne pouvait lui-même répondre au client dans sa langue, appeler un collègue bilingue. Il était donc important que la société envisage de procéder à des vérifications systématiques de la qualité de ses services au point de vue linguistique afin d'apporter les correctifs nécessaires là où ils s'imposaient. Il a indiqué à la société qu'il comprenait difficilement par exemple le plaignant n'avait pu se faire servir en français à l'aéroport d'Ottawa alors qu'il y avait huit agents bilingues de service. Enfin le Commissaire a souligné à Air Canada que l'article 10 de la Loi sur les langues officielles ne faisait pas mention de « demande locale » et que les exigences de la Loi au sujet des services offerts aux voyageurs allaient bien au-delà du concept de « districts bilingues ». Le Commissaire a fait tenir au plaignant copie de la réponse qu'il avait reçue de la société déplorant que des incidents comme ceux qu'il avait décrits se produisaient toujours malgré les nombreuses recommandations qu'il avait faites à cette société.

s'agissait d'un projet à long terme, il lui était impossible de fixer la date de mise en œuvre de la première phase, étant donné les difficultés techniques à surmonter.

Le Commissaire a déclaré à la société qu'il trouvait pour le moins étrange qu'un organisme dont la survie dépend d'une technologie de pointe puisse éprouver des difficultés à planifier dans le temps la mise en service d'enregistrements. Il a formellement recommandé à Air Canada de résoudre une fois pour toutes la question des annonces en français par voie de haut-parleurs à l'aéroport international de Toronto, en lui fixant le 1^{er} mars comme objectif.

Air Canada lui a appris au début de mars que toutes les annonces relatives aux vols étaient désormais faites dans les deux langues officielles à Toronto.

Dossier n° 2509—NorOntair

Le plaignant se présente au guichet d'Air Canada à Sudbury pour prendre un vol à destination de Sault-Ste-Marie. Aucun préposé ne parle français au guichet et les annonces dans l'aéroport sont uniquement en anglais. Un autre jour, il prend le vol Sudbury-Toronto. A cette occasion encore, des services en français ne sont pas disponibles au guichet. De plus, il n'y a pas de revues ou de journaux français à bord.

Air Canada a informé le Commissaire que c'était la compagnie NorOntair qui effectuait la liaison Sudbury-Sault-Marie. Cependant le personnel d'Air Canada s'occupait des passagers de NorOntair au sol. Au moment du départ de l'avion vers Sault-Ste-Marie, il y avait deux agents d'escorte bilingues de service. Par ailleurs, la compagnie NorOntair n'avait pas demandé que les annonces de départ de ses vols soient faites en français.

Pour ce qui est du vol vers Toronto, aucun des membres du personnel de cabine à ce moment n'était bilingue. Air Canada s'approvisionnait de journaux aux escaliers et aucun quotidien français n'étant publié à Sudbury, elle ne mettait pas de journaux français à bord des avions qui décolle de cet aéroport. Il aurait dû y avoir, toutefois, des revues françaises. Air Canada a transmis cette plainte au service responsable.

Ayant fait auparavant des recommandations au sujet de la disponibilité de services bilingues au guichet et de revues dans les deux langues en nombre suffisant durant les vols, le Commissaire a rappelé à la société ses obligations à cet égard et a recommandé qu'elle prenne les mesures nécessaires pour assurer des services dans les deux langues officielles aux passagers de NorOntair dont elle s'occupe au sol.

Air Canada a demandé à ses cadres de Toronto de rappeler aux employés les obligations que leur fait la Loi sur les langues officielles et s'est excusée auprès de la plaignante du manque de courtoisie de son employé.

Le Commissaire a insisté sur le fait que quiconque désire un renseignement tend naturellement à s'adresser au kiosque de renseignements et s'attend à ce qu'on puisse lui répondre dans la langue officielle de son choix.

Après avoir fait ressortir que l'absence de services en français à ces kiosques constituait une violation de la Loi, le Commissaire a demandé à la société de lui envoyer un double des instructions précises qu'il lui recommandait de donner au directeur régional des relations avec la clientèle au sujet de la prestation de services bilingues.

Le Commissaire ayant trouvé vagues les instructions dont il a fini par recevoir un double, a poursuivi l'affaire. Il a alors été informé qu'Air Canada prévoyait de mettre en place à l'aéroport de Toronto, dès les premiers mois de 1975, un service d'interprètes qui lui permettrait de satisfaire aux besoins des usagers parlant le français ou l'une des langues étrangères les plus répandues.

Dossier n° 2469—Aéroport de Toronto

Une plaignante de langue française signale au Commissaire qu'elle a dû servir d'interprète à un jeune couple de ressortissants français qui cherchait à se faire comprendre des agents d'Air Canada à l'aéroport international de Toronto. Elle affirme par ailleurs que les employés de la compagnie se sont refusés à faire appel à un de leurs collègues bilingues et elle se demande pourquoi les vols à destination de Montréal ne sont annoncés qu'en anglais quand ceux en direction de Francfort et même de Rome le sont respectivement en allemand et en italien.

Air Canada a fait remarquer au Commissaire que l'incident remontait à trop longtemps pour qu'il lui soit possible d'identifier les agents en question. (De fait, la plaignante avait attendu un mois pour le porter à l'attention du Commissaire.) La compagnie a fait savoir qu'elle avait rappelé à son personnel de Toronto les obligations que lui imposait la Loi sur les langues officielles, et elle a présenté ses excuses à l'auteur de la plainte.

Air Canada a en outre précisé que les annonces en allemand et en italien étaient faites par les équipages pour faciliter l'embarquement des voyageurs qui ne comprennent ni l'anglais ni le français. Enfin, Air Canada a informé le Commissaire qu'elle préparait des enregistrements qui allaient contribuer, selon elle, à la résolution des problèmes linguistiques. Prévus d'abord pour les vols entre Toronto et Ottawa, on envisageait d'en généraliser l'emploi; mais comme il

La société Air Canada a indiqué qu'elle s'assurerait que l'Agence Sûretex mette en vigueur la recommandation du Commissaire.

Dossier n° 2310—L'aérogare II de Toronto

Le plaignant ne peut obtenir de services en français à l'un des comptoirs d'Air Canada à l'aérogare II de Toronto.

Air Canada a dit regretter cet impar. Elle a expliqué au Commissaire qu'elle faisait face à de sérieuses difficultés de déploiement de son personnel bilingue mais comptait pouvoir améliorer ses services.

Le Commissaire a recommandé à la société de déployer son personnel de façon à assurer en tout temps et sans délai des services dans les deux langues officielles à l'aérogare II de Toronto.

Air Canada a répondu qu'elle avait en poste à l'aérogare II à Toronto 45 agents bilingues sur 221 (six de plus que le minimum prévu dans l'entente syndicale) et devait encore vérifier les aptitudes linguistiques d'environ 30 nouveaux venus à cet emplacement. De plus six agents passagers unilingues devaient participer au cours intensif de français donné à Jonquière (Québec) du 12 mai au 7 juin 1974; et de septembre à décembre 1974 une trentaine de leurs collègues auraient également la possibilité de suivre ce cours. En outre, dès l'automne, des cours de français devaient être donnés à l'aérogare même à tous les employés de niveau débutant ou intermédiaire. De plus, la société travaillait à un programme de maintien de l'acquis à l'usage de ceux qui rencontraient les exigences linguistiques de leur poste mais souhaitaient parfaire leurs connaissances.

Le Commissaire, pour sa part, a souhaité que cette formation linguistique ait les résultats attendus, c'est-à-dire l'offre de services dans les deux langues officielles à tous les postes.

Dossier n° 2467—Il ne parlait pas français

Une francophone de passage à l'aéroport international de Toronto s'est adressée en français à l'agent de service au kiosque de renseignements de l'aérogare II. Après lui avoir répondu qu'il ne parlait pas français, le préposé l'a ignorée.

Air Canada a rappelé au Commissaire qu'elle employait quelque cinquante bilingues à l'aérogare II, mais qu'en raison des modalités du service, assuré par roulement, des vacances, congés et absences pour maladie, il ne pouvait guère y en avoir que neuf de service à n'importe quel moment; encore devaient-ils alors couvrir un espace très vaste. La société a par ailleurs précisé qu'elle tentait de négocier une modification de la convention collective qui lui permettrait d'accroître ses effectifs bilingues.

l'aérogare. Le contrat entre Air Canada et l'Agence stipulait qu'au moins 80 % des agents engagés devaient être bilingues, et que cette proportion devait toujours être respectée dans la composition des équipes de service comprenant quatre à six agents à chaque poste. Air Canada s'est excusée auprès de la plaignante à la suite de sa malheureuse expérience et a cru qu'il s'agissait là d'un cas exceptionnel.

Après avoir noté le haut pourcentage d'agents bilingues qui devaient être employés par l'Agence Sécurité, aux termes de son contrat avec Air Canada, le Commissaire a recommandé à la société de la Couronne de s'assurer que la stipulation relative au pourcentage d'employés bilingues soit respectée et que les agents unilingues apprennent des expressions clés comme : « Un instant, s'il vous plaît » ou « One moment, please » selon le cas, et demandent l'assistance d'un collègue en mesure de parler la langue du client.

La plaignante, insatisfaite de la réponse qu'elle avait reçue, a trouvé inadmissible l'engagement d'agents anglophones unilingues à l'aéroport international de Montréal. Une telle politique, selon elle, ne rendait pas justice à la population majoritairement francophone de Montréal et du Québec. La plaignante a demandé quel critère a permis de fixer à 80 % la proportion d'agents bilingues employés à Montréal de même que les proportions d'agents bilingues, unilingues anglais et unilingues français employés par les agences de sécurité aux aéroports de Montréal, Toronto, Québec et Ottawa.

La société Air Canada a transmis au Commissaire le tableau suivant :

Agents de sécurité

	Total	bilingues	unilingues anglais	unilingues français
Montréal	45	100 %	0 %	0 %
Toronto	90	30 %	70 %	0 %
Québec	5	60 %	0 %	40 %
Ottawa	38	50 %	50 %	0 %

Un certain nombre des agents anglophones en poste à Toronto parlent, par ailleurs, d'autres langues telles le polonais, l'italien, etc.

La société a avoué ne s'être basée sur aucun critère précis pour déterminer que 80 % seulement des agents de sécurité employés à Montréal devaient être bilingues et a ajouté que ce pourcentage lui semblait équitable. De fait, le tableau ci-dessus indique que ce pourcentage est maintenant passé à 100 %.

donc assurer le Commissaire qu'il y aurait une amélioration sensible dans ce domaine. Elle chercherait cependant à rendre bilingue le tableau horaire dans un délai raisonnable.

Tout en reconnaissant qu'Air Canada était dans l'obligation de recruter ses employés surtout parmi la population jamaïcaine, le Commissaire était d'avis que ce n'était pas là un obstacle insurmontable au bilinguisme institutionnel, quitte à offrir à ces employés, si nécessaire, une formation linguistique propre à leurs tâches. D'autre part, pour ce qui était de l'affichage, le Commissaire a souhaité qu'il soit bilingue dans les plus brefs délais.

Il a donc recommandé que :

1) les affiches et panneaux d'Air Canada à Kingston (Jamaïque) soient entièrement bilingues au plus tard le 31 mars 1974;

2) tous les imprimés (dépliants, étiquettes, horaires, etc.) soient disponibles à Kingston (Jamaïque) dans les deux langues officielles et que leur présentation soit bilingue au plus tard le 31 mars 1974;

3) Air Canada prenne sans délai les mesures nécessaires pour assurer en tout temps au public voyageur des services dans les deux langues officielles à tous les postes de service à Kingston (Jamaïque).

Air Canada a répondu en mars 1974 que :

1) tous les panneaux et affiches relevant d'Air Canada aux aéroports et dans les bureaux de vente dans la Région Sud, y inclus l'aéroport de Kingston, étaient maintenant bilingues;

2) tout le matériel d'information était disponible dans les deux langues officielles dans la Région Sud;

3) à compter du mois de septembre, et jusqu'à la fin novembre 1974, chaque district envierait un certain nombre d'employés parmi les volontaires aux cours intensifs de français qu'elle donnait au Québec. La société croyait qu'il lui serait possible d'ici la fin de 1974 de servir équitablement sa clientèle dans la Région Sud dans les deux langues officielles.

Dossier n° 2275—Agents de sécurité à Dorval

Une francophone se plaint qu'à l'aéroport international de Montréal, deux préposés à la détection des armes—un homme et une femme—ne pouvaient comprendre le français bien qu'il s'agit d'une envolée à destination de la ville de Québec. Elle trouve cette situation inacceptable. La Société Air Canada a fait savoir au Commissaire qu'elle engageait par l'entremise de l'Agence Sécurité les agents de sécurité chargés de fouiller les passagers aux divers postes de contrôle à

d'améliorer le service dans les deux langues officielles. Il avait en outre fait des recommandations officielles à la société, à l'égard des pan-neaux à l'aéroport de Toronto, du service au bureau d'Ottawa, du personnel navigant et même du service à l'aéroport de Miami. Il a ajouté qu'il avait rencontré les cadres supérieurs à plusieurs reprises en vue de trouver de meilleurs moyens d'appliquer la Loi sur les langues officielles dans les services de la société.

Dossier n° 2052—Annonce publicitaire unilingue

Un père de famille d'Ottawa envoie au Commissaire une annonce publicitaire unilingue préparée par Air Canada et le Canadien National. Cette pièce unilingue faisait partie de la documentation qui fut adressée aux étudiants des écoles secondaires dans une enveloppe appelée

« Mailbag ».

Air Canada a informé le Commissaire que le document en question avait été publié par le Youth Travel Club of Canada dont le siège social est à Toronto. La seule relation existant entre cette entreprise et Air Canada est la permission que la société lui a accordée de vendre sa carte « Plan Jeunesse ». D'ailleurs, Air Canada a affirmé que le Club conservait le montant perçu sur chacune des cartes. Toute la publicité d'Air Canada et du CN consistait en un dépliant publicitaire et un formulaire de demande d'adhésion au plan, ces deux pièces disponibles aux comptoirs de vente étant imprimées recto verso en anglais et en français.

Le Commissaire a recommandé que les dispositions soient prises pour que tout imprimé cautionné par la société Air Canada et distribué par elle ou par tout autre organisme soit offert au public dans la langue officielle de son choix.

La direction du marketing a accepté de préparer, dans les deux langues officielles, tout matériel d'information distribué directement au public par Air Canada ou par des tiers.

Dossier n° 2265—Jamaïque

Un francophone déclare qu'il n'a pu obtenir des services en français au kiosque ou au comptoir d'Air Canada à l'aéroport de Kingston (Jamaïque). De plus, le tableau horaire au comptoir est unilingue anglais.

Air Canada a précisé qu'il était exact qu'elle n'avait pas d'agents passagers bilingues à l'aéroport de Kingston quoique deux employés eussent une certaine connaissance du français et semblaient se débrouiller en cas de besoin. D'autre part, le gouvernement de l'île exigeait le recrutement de Jamaïcains, essentiellement d'expression anglaise, et s'opposait à la mutation d'employés canadiens. La société ne pouvait

Un francophone d'Ottawa fait parvenir au Commissaire une série de plaintes contre Air Canada et envoie une copie de sa lettre au président de la société. Il affirme que :

1) lorsqu'il a dû changer d'avion à Miami, lors d'un voyage à Haïti, ni le préposé aux renseignements ni les autres membres du personnel au sol parlaient français.

2) au cours d'un deuxième voyage, à Cuba cette fois-ci, le préposé aux renseignements, tout comme les membres de l'équipage, ne parlaient pas français. Toutes les communications et annonces n'étaient transmises qu'en anglais. C'était d'autant plus irritant qu'au retour de Cuba, l'équipage était correctement bilingue.

3) le bureau d'Ottawa de la société ne comptait que quelques agents bilingues de sorte qu'un client francophone devait attendre indûment avant d'être servi ou devait se contenter de services en anglais.

4) tous les panneaux de direction et d'information de l'aéroport de Toronto étaient en anglais seulement.

Air Canada a fait parvenir au Commissaire une copie de la lettre envoyée directement au plaignant. La lettre réitérait cinq fois les « regrets » de la société, trois fois ses « excuses » et mentionnait une fois qu'on était « sincèrement désolé ».

A l'aéroport de Miami, il y avait trois agents bilingues de service le jour et un la nuit, les deux surveillants parlaient également français. A l'aéroport de Toronto, environ 15 % des préposés au service des voyageurs étaient bilingues et le plaignant aurait dû être servi en français.

L'équipage du vol nolisé à destination de La Havane ne comprenait que des anglophones. Au bureau d'Ottawa des employés bilingues étaient de service en tout temps et, aux heures de pointe, l'hôtesse-réceptionniste était également bilingue. Il était exact cependant que le personnel bilingue devait être accru.

Toutefois, la société Air Canada était liée par des conventions collectives pour ce qui était du recrutement et de l'embauchage et les négociations avec le syndicat concerné étaient alors en cours en vue d'améliorer le service bilingue.

Quant aux panneaux de l'aéroport de Toronto, la version bilingue devait être livrée incessamment à la société.

Le Commissaire a répondu au plaignant qu'il avait exercé des pressions auprès d'Air Canada, et qu'il continuerait à le faire, afin

2) que les services du bureau de réservations téléphoniques, à Sudbury, soient offerts dans les deux langues officielles en tout temps.

Le Président du conseil d'administration d'Air Canada a répondu aux recommandations du Commissaire. Il a expliqué que le personnel de l'agence des billets, à Sudbury, faisait partie du syndicat (ACETA)¹ et que, selon les ententes conclues avec le syndicat, ses membres ne pouvaient être mutés uniquement pour des raisons linguistiques. Comme, selon Air Canada, le chiffre d'affaires ne permettait pas d'engager des employés supplémentaires, la seule solution, dans l'immédiat, semblait être de fournir aux employés une formation linguistique adéquate. Toutefois, l'expérience avait montré que les personnes qui ne possédaient que des connaissances rudimentaires du français devaient suivre environ 500 heures de cours pour acquérir une connaissance de la langue suffisante pour les aider dans leur travail. La société a indiqué que son intention d'insister, lors de négociations futures, sur le fait qu'elle devait être en mesure de répondre aux conditions de la Loi sur les langues officielles en ce qui concerne les postes dont les titulaires sont en contact avec le public.

Entre-temps, la solution la plus logique semblait être celle que le directeur à Sudbury avait adoptée, c'est-à-dire offrir les services d'employés bilingues au bureau de réservations ou à l'aéroport, selon le besoin. En outre, à la suite de recommandations du comité interne, la répartition du personnel du bureau de réservations avait été modifiée en vue d'assurer nuit et jour la présence d'un employé bilingue au bureau. En conclusion, l'application de la première recommandation du Commissaire dépendait du succès des négociations avec le syndicat (ACETA) et la deuxième était déjà en vigueur.

Le Commissaire, à son tour, a fait part au Président du conseil d'administration de son plaisir d'apprendre que sa deuxième recommandation avait déjà été appliquée et de son espoir que les résultats des négociations avec le syndicat permettraient à Air Canada d'offrir ses services au public dans les deux langues officielles en tout temps. Le Commissaire a informé les plaignants qu'il déploirait la fréquence de ce genre d'incidents du genre indiqué par eux. Il leur a signalé qu'au cours des quatre dernières années, il avait fait à Air Canada plus de cinquante recommandations concernant l'emploi des deux langues officielles pour les services au public, que la situation, à n'en pas douter, s'améliorerait lentement, mais que ces progrès étaient, selon lui, beaucoup trop lents. Il leur a assuré qu'il continuerait à faire fortement pression sur la société jusqu'à ce que des services bilingues soient offerts au public sur l'ensemble du réseau d'Air Canada.

sur les vols entre Toronto et Sudbury, ainsi qu'au sujet des réservations et des services aux clients à Sudbury.

Pour ce qui est des services à bord, Air Canada a admis qu'ils devraient être offerts dans les deux langues officielles quand c'est possible. La société a toutefois souligné que des droits syndicaux d'ancien-neté et de priorité l'empêchaient de répartir son personnel comme elle le voulait. Elle a néanmoins obtenu, par négociation, le droit d'affecter au moins un employé bilingue à chaque équipage.

Selon la politique de la société, les annonces de vols devaient être faites dans les deux langues officielles quand le personnel en avait la capacité. Elle avait fait également des essais d'annonces enregistrées pour les vols de 747 et projetait de s'en servir éventuellement sur d'au-tres types d'avions. (En juin 1974, le Commissaire a fait plusieurs recommandations à cet égard [voir page 101]).

En ce qui concerne les journaux de langue française, la société a répondu que les journaux distribués à bord provenaient de la ville de départ de l'avion. Comme aucun journal français n'était publié à Toronto ni à Sudbury, les seuls journaux offerts avaient été de langue anglaise. Les revues de langue française et anglaise étaient distribuées dans tous les avions mais leur quantité était fonction de la demande prévue. Toutefois, il arrivait que les passagers, par inadvertance, aient emporté les revues en quittant l'avion et, selon la société, cela pouvait expliquer pourquoi il n'y avait parfois pas assez de publications de langue française.

Quant à l'emploi des deux langues officielles pour les réservations et autres services offerts aux clients par ses bureaux, Air Canada a répondu que bien qu'aucun employé permanent de l'agence des billets de Sudbury ne soit bilingue, plusieurs l'étaient au bureau de réservations et que deux autres suivaient des cours de langue. La société a signalé aussi que, normalement, un des bilingues du bureau de réservations assistait le personnel de l'agence des billets au besoin.

Le Commissaire a fait savoir à Air Canada qu'il n'était pas très satisfait de cette réponse. Il a souligné qu'en dépit du fait qu'Air Canada avait prétendu avoir un personnel bilingue à son bureau de réservations, à Sudbury, personne n'avait pu prendre l'appel du pla-gnant, fait corroboré par la société. Le Commissaire a estimé que, dans une ville qui compte 63 800 francophones, soit plus d'un tiers de la population totale, d'après le recensement de 1971, il était vraiment inadmissible que le service offert au public ne soit pas systématiquement bilingue. Il a donc fait les recommandations suivantes :

1) que les services de l'agence des billets d'Air Canada, à Sudbury, soient offerts dans les deux langues officielles en tout temps; et

anglais seulement les numéros correspondant à l'ordre d'arrivée des clients. Peu de temps après, un deuxième francophone portait plainte contre le même bureau d'Air Canada, et pour les mêmes motifs.

Relativement à la première plainte (dossier n° 1607), Air Canada a informé le Commissaire que sur les dix-huit employés de ce bureau qui avaient des rapports avec le public, huit étaient bilingues et annonçaient les numéros dans les deux langues; la société avait prié les employés unilingues de faire de même, en leur fournissant des cartes illustrant la prononciation française des numéros. Les résultats de cette initiative avaient été décevants, les employés unilingues anglais craignant qu'on les prit pour des bilingues. La société avait alors confié à une hôtesses bilingue la tâche de redire les numéros en français pendant les heures d'affluence. Air Canada a également fait savoir qu'aux termes d'une entente syndicale intervenue récemment, le bureau en cause devait porter à quinze le nombre de ses employés bilingues, objectif que la société comptait atteindre d'ici deux ou trois ans.

Le Commissaire a répondu que ce service d'hôtesses limité aux heures d'affluence était insuffisant puisqu'une plainte (dossier n° 2023) avait été portée relativement à la même question. Il a donc recommandé à la société de faire en sorte qu'un employé bilingue soit chargé de redire les numéros en un français convenable pendant les heures d'ouverture. Il a également exhorté Air Canada à comprimer les délais accordés pour atteindre l'objectif qui consiste à porter à quinze le nombre des employés bilingues du bureau en question.

Air Canada a répondu qu'un autre employé bilingue avait été affecté au bureau de la rue Albert depuis le 18 avril 1973 et que la société s'efforçait d'augmenter régulièrement son effectif bilingue en recourant au recrutement, aux mutations et aux cours de langues. En ce qui concerne la recommandation du Commissaire, la société a déclaré qu'à partir du 1^{er} octobre 1973, une hôtesses bilingue, postée à l'entrée du bureau de la rue Albert pendant les heures d'ouverture, serait chargée d'orienter les clients vers les employés pouvant les servir dans la langue officielle de leur choix. Air Canada a précisé que des dispositions semblables prises au bureau de Montréal avaient donné d'excellents résultats.

Le Commissaire s'est dit satisfait des mesures prises par Air Canada, et le dossier a été fermé.

Dossiers nos 16221, 2070, 2182, 2199, 2366, 2383, 2409, 2462 — Sudbury

Le Commissaire a reçu de nombreuses plaintes concernant le manque de services bilingues et le manque de revues et de journaux français

1. Le Commissaire a fait des recommandations au sujet du dossier n° 1622.

La compagnie a éprouvé certaines difficultés dans la mise en œuvre de la recommandation concernant le service téléphonique; bien qu'elle ait demandé aux employés de répondre aux appels téléphoniques dans les deux langues, elle ne pouvait pas garantir que sa directive était suivie. Plutôt que d'enseigner aux employés unilingues des expressions dans la seconde langue leur permettant de passer un appel à un agent qui peut s'exprimer dans cette langue, Air Canada a préféré envoyer le plus grand nombre possible d'employés aux cours de langue. La société croyait ainsi développer une attitude plus ouverte à l'égard du bilinguisme. Même si Air Canada considère que cette solution est plus satisfaisante, il reste que le public a de la difficulté à obtenir des services téléphoniques dans les deux langues officielles à plusieurs endroits.

Étude spéciale de Moncton

Le *Troisième rapport annuel* mentionnait qu'en septembre 1973, Air Canada avait appliqué 11 des 17 recommandations issues de l'étude de Moncton, faite en 1972. En novembre 1974, la compagnie avait appliqué deux autres recommandations relatives à la bilinguisation des écritureaux, des avis, des insignes, etc. et à l'invitation lancée aux employés en contact avec le public pour qu'ils suivent des cours de langue.

Deux recommandations portant sur les services au public doivent encore faire l'objet de mesures. Air Canada considère comme appliquée la recommandation voulant que le personnel du Bureau du district de Moncton s'adresse spontanément aux clients dans les deux langues officielles. Le nom du client, lorsqu'il est connu, sert de base au choix de la langue de service; cela n'a jamais été une méthode infallible pour déterminer la langue officielle dans laquelle une personne désire être servie. Nous avions recommandé que le service des marchandises soit assuré dans les deux langues officielles; or, sur les quatre commis que compte ce service, un seul est bilingue. Air Canada a l'intention de mettre en œuvre cette recommandation au cours de 1975.

Les deux autres recommandations concernaient le service téléphonique; les progrès en vue de leur application reflètent la position adoptée par le siège de la compagnie à ce sujet, position décrite plus haut dans la présente section.

PLAINTES

Dossiers nos 1607 et 2023—Au bureau de la rue Albert, à Ottawa

Un francophone informe le Commissaire qu'au bureau d'Air Canada situé rue Albert, à Ottawa, un employé avait annoncé en

à Air Canada. La compagnie n'avait pas l'intention d'intensifier le recrutement de bilingues au Québec (qui en compte le plus grand nombre), car ce serait « sacrifier l'obligation [qu'elle a] d'offrir des possibilités d'emploi aux Canadiens de toutes les régions du pays ».

Air Canada a mis du temps à répondre aux recommandations relatives à la formation linguistique, mais a maintenant présenté un certain nombre de cours pour différentes catégories d'employés. La compagnie n'a pas encore fait passer d'épreuves aux employés qui ont procédé à leur auto-évaluation, mais prévoit le faire au cours des trois prochaines années. En 1976, les renseignements sur les connaissances linguistiques des employés seront intégrés au système d'information en matière de gestion du personnel. La société a également créé des programmes de maintien des connaissances linguistiques dans quelques localités et a l'intention d'en introduire un peu partout au Canada en 1975.

En ce qui concerne les aspects visuels du bilinguisme, le Bureau du Commissaire a recommandé que tous les formulaires à l'usage du public soient bilingues à compter de novembre 1972; Air Canada a déclaré que cette recommandation sera entièrement appliquée en 1975.

L'échéance fixée pour la bilinguisation des écritureaux, surtout au Canada, était mars 1973; en novembre 1974, quelques écritureaux, tampons et cartes de visite étaient encore unilingues.

Air Canada a déclaré que tous les appels d'offre publiés sont bilingues, de même que toute la documentation subséquente qui s'y rapporte et tout le matériel relatif aux relations publiques. La société a ajouté que la publicité et la promotion se font dans la langue du marché auquel elles s'adressent.

Air Canada a fait état de progrès dans le domaine de la traduction. Elle dispose de traducteurs permanents à différents points du Canada; on ignore cependant si des employés qui ne sont pas des traducteurs professionnels continuent à faire de la traduction en sus de leurs fonctions normales.

Les recommandations portant sur les contacts avec le public exigeaient beaucoup plus d'attention. Le système de contrôle d'Air Canada a révélé que les annonces dans les aéroports se faisaient dans les deux langues lorsque l'effectif bilingue était suffisant, et que les annonces en cours de vol étaient faites, de façon constante, dans les deux langues. Une vérification effectuée en novembre et décembre 1974 et les plaintes que nous avons reçues, tendaient à démontrer le contraire. En fait, en raison du nombre élevé de plaintes dans ce domaine, nous avons recommandé, en juin 1974, l'utilisation d'enregistrements pour faire les annonces dans les deux langues. Air Canada a accepté d'appliquer cette méthode dans l'Ouest où il y a pénurie de personnel bilingue, et à bord de certains types d'aéronefs. (Voir le résumé ci-après pour de plus amples renseignements au sujet de cette recommandation.)

les obligations pratiques qui découlent de l'application de la Loi. En outre, le bulletin interne « Horizon » a fait paraître un résumé de la politique de la compagnie en matière de bilinguisme, des directives pour sa mise en œuvre, ainsi que d'autres articles et renseignements destinés à faire appel à la collaboration des employés. Air Canada a déclaré qu'une grande résistance de la part des employés semblait contrecarrer les plans et les efforts de la compagnie pour la mise en œuvre de nos recommandations. L'application totale de toutes les recommandations dépendra, dans une large mesure, de l'attitude de la direction d'Air Canada à insufler à ses employés une attitude plus positive.

Même si Air Canada a fait savoir qu'elle disposait d'un grand nombre d'employés bilingues, la répartition du personnel n'a pas entraîné l'existence de services au public dans les deux langues officielles sur l'ensemble du réseau, et les employés bilingues n'ont pas pour autant assuré spontanément leurs services au public en français et en anglais. La compagnie a identifié des postes bilingues à chaque base et bureau pour presque toutes les catégories d'employés, mais la compétence linguistique de certaines catégories demeure inconnue. Elle n'a offert aucun stimulant précis à ses employés bilingues pour les inciter à accepter d'être mutés à des endroits où un effectif bilingue était requis, et elle ne dispose pas d'une méthode pouvant lui permettre d'assurer une capacité bilingue à bord de chaque avion. Air Canada a obtenu de la partie syndicale qu'il y ait un effectif bilingue de 100 % pour les vols à l'intérieur des frontières du Québec et au moins un agent de bord bilingue pour tous les vols intérieurs et plusieurs vols internationaux en partance ou à destination de Montréal et d'Ottawa, ou qui y sont en transit. Cependant, ces vols n'offraient pas toujours une capacité bilingue. Air Canada a déclaré qu'elle s'attendait à pouvoir placer au moins un agent bilingue à bord de tous ses appareils pour l'été de 1975. Ce « au moins un » ne semble pas constituer une solution valable. Les plaintes prouvent que malgré tous les efforts déployés, souvent le service à bord est entièrement unilingue — en anglais. En outre, un agent de bord bilingue, mais sans forcément avoir le don d'ubiquité, pourra éprouver certaines difficultés à se trouver dans deux ou trois cabines à la fois.

La compagnie a fait des progrès en vue de recruter des employés bilingues et soutient qu'elle n'a pas eu de difficultés à le faire. Sur mille agents de bord engagés de l'automne 1973 au printemps 1974, 530 étaient bilingues ; la société espère que 80 % des recrues qui seront engagées de l'automne 1974 au printemps 1975 seront bilingues. La compagnie a fait des efforts en vue de recruter des employés bilingues dans la partie anglaise du Canada et a fait preuve de clairvoyance en lançant un projet pilote en Colombie-Britannique pour inciter les étudiants à apprendre le français avant de présenter une offre de service

à la Loi sur les langues officielles aux aéroports de Londres et de Paris, peu d'entre elles étaient entièrement appliquées en novembre 1974. En ce qui concerne les deux recommandations qui portaient sur l'aspect visuel du bilinguisme, la société a déclaré que ses écritureaux et inscriptions aux deux aéroports étaient bilingues et que des directives émanant de l'administration centrale réglementaient la mise en œuvre de la deuxième recommandation voulant que tous les imprimés d'Air Canada ou d'autres organismes fédéraux soient présentés dans les deux langues officielles.

La compagnie a déclaré qu'un service dans les deux langues officielles était assuré sur demande à l'aéroport d'Heathrow, à tous les points de contact avec le public. A moins que le service ne soit offert automatiquement et en français et en anglais, l'égalité de statut des deux langues ne peut être respectée. Bien que dix autres employés d'Air Canada à Heathrow aient suivi des cours de langue en 1974, le niveau de connaissance linguistique des agents n'était toujours pas établi.

La compagnie éprouve encore des difficultés à assurer un service téléphonique — réponses et inscriptions dans les annuaires — dans les deux langues. La société a demandé aux employés d'identifier leur service dans les deux langues officielles, mais on a cessé de le faire à cause des plaintes des clients de l'endroit. Air Canada a demandé que les inscriptions dans les annuaires téléphoniques soient en français et en anglais, à Londres et à Paris; les inscriptions seront bilingues dans la prochaine édition de l'annuaire téléphonique de Paris, mais la compagnie indique qu'elle n'a pas encore reçu l'approbation pour les annuaires de Londres.

Etude spéciale de la direction nationale

Le Bureau du Commissaire a adressé 34 recommandations à Air Canada en mai 1972, à la suite d'une étude de la mise en œuvre du programme de bilinguisme de la société dans l'ensemble de ses opérations. Selon Air Canada, la lenteur de la mise en œuvre de certaines recommandations du Commissaire est principalement imputable au manque de collaboration et de motivation de la part des employés, particulièrement en ce qui concerne la prestation spontanée de services dans les deux langues officielles. La compagnie a tenté de se conformer à la recommandation lui demandant de faire tout en son pouvoir afin de développer et d'entretenir une attitude et un climat propices à l'application totale de la Loi sur les langues officielles. A cette fin, la société a tenu des réunions avec les syndicates et donné des cours de langue. Par ailleurs, des cours de formation de base et des cours spéciaux destinés au personnel navigant ont mis l'accent sur

motivation des employés et à leur résistance, nonobstant ses efforts en vue de les informer (voir détails ci-dessous). À ce sujet, on peut dire que si tel était le cas (et rien ne le prouve), il faudrait plutôt jeter le blâme sur le manque d'audace et d'imagination dont a fait preuve la direction. Des consultations plus ouvertes et régulières engagées par celle-ci avec les syndicats au cours des derniers mois, laissent néanmoins entrevoir la possibilité d'un climat de réforme linguistique plus positif et produiront, peut-être, des résultats à long terme qui rendront inutiles des appréciations aussi décourageantes que celles-ci.

Air Canada prétend que ses lignes de conduite et ses orientations admettent « l'existence de la demande de services bilingues à tous les points où la société est présente », mais la nature de la plupart des plaintes indique que cette promesse de la direction est loin d'avoir trouvé sa pleine expression aux comptoirs des bureaux de vente et à ceux des aéroports, ainsi qu'à bord des avions. Il semble que, quelque part entre les lignes de conduite de la société et les avant-postes opérationnels, il existe une pierre d'achoppement. Même si le mal résidait dans le caractère décentralisé de la gestion, seule la haute direction, en dernière analyse, est responsable devant le Parlement.

Etude spéciale d'Ottawa

À la suite de cette étude, le Commissaire a formulé, en 1970, quatre recommandations pour que les locaux et la publicité d'Air Canada reflètent un bilinguisme authentique, pour que la compagnie serve sa clientèle dans les deux langues à ses comptoirs à l'aéroport et à ses bureaux commerciaux d'Ottawa, et pour qu'elle annonce les vols en anglais et en français. En juin 1973, Air Canada indiquait qu'elle avait appliqué les quatre recommandations. Une tournée d'inspection des aéroports canadiens, en octobre 1973, a permis de constater que les panneaux étaient effectivement bilingues à l'aéroport international d'Ottawa, mais que les annonces n'y étaient pas toujours faites dans les deux langues officielles. La nouvelle convention collective conclue avec ses employés en décembre 1973, permet à Air Canada d'avoir du personnel capable de faire les annonces relatives aux vols dans les deux langues officielles. Bien que la société estime avoir appliqué les quatre recommandations, nous avons reçu des plaintes concernant l'absence de services assurés spontanément dans les deux langues, tant au bureau des billets d'Ottawa qu'à l'aéroport international, et l'affichage, à ce dernier, d'un avis unilingue.

Etude spéciale des aéroports de Londres et de Paris

Si nous n'avons présenté que peu de recommandations à la suite de l'étude de 1972, qui visait à déterminer si Air Canada se conformait

plaintes par les contraintes budgétaires et opérationnelles, voire même par d'autres, entraînées par les conventions collectives, l'oubli, de la part des employés, d'offrir les services dans l'autre langue officielle, etc.

Malgré ces quelques nuages gris, la société a commencé à s'équiper en vue d'une réforme. Celle-ci portera sur la signalisation, les panneaux et les imprimés bilingues, sur divers cours de langues et quelques programmes de maintien de l'acquis, sur le recrutement d'employés bilingues et unilingues, et sur les manuels de vol comportant des directives au sujet du bilinguisme. Une méthode combinée « homme-machine » (enregistrements sur bandes magnétiques) pour les annonces au sol a été appliquée vers la fin de février 1975 dans un certain nombre d'aéroports.

Dans ses efforts en vue de recruter le personnel suffisant lui permettant de servir ses clients, la société a également marqué quelques points : sur mille agents de bord engagés de l'automne 1973 au printemps 1974, 530 sont bilingues ; la société espère que 80 % des recrues qui entreront en service de l'automne 1974 au printemps 1975 seront bilingues. Enfin, réforme à ne pas dédaigner, Air Canada affirme qu'elle pourra affecter au moins un agent de bord bilingue à tous ses vols d'ici l'été 1975. Quoique bienvenue, cette assurance tant attendue ne parvient pas, chose inacceptable, à garantir aux passagers d'expression française le même service automatique dans leur langue qu'espèrent, et obtiennent, les anglophones, à bord d'à peu près tous les avions (particulièrement en ce qui concerne les appareils à cabines multiples qui composent la plus grande partie de la flotte de la société).

Pour témoigner davantage de son engagement dans la cause du bilinguisme, Air Canada a récemment déclaré (le 19 février 1975) ce qui suit : même si « les compagnies d'aviation du monde entier sont secouées par des coûts de plus en plus élevés (particulièrement le prix du combustible) et malgré le déficit de la société en 1974, qui était de l'ordre de 9 millions de dollars », celle-ci a néanmoins « consacré environ 950 500 dollars de son budget à l'avancement direct du bilinguisme institutionnel. Les efforts se sont accélérés au cours de l'année et les dépenses ont, en fin de compte, atteint approximativement 1 108 000 dollars. Ces sommes ne comprennent pas les « faux frais » des services dans les deux langues. Les prévisions budgétaires pour 1975 sont à peu près du même ordre et dépassent largement le million. On espère qu'un tel investissement apportera des résultats moins « faux » que certains frais.

Selon la société, la lenteur manifestée dans la mise en œuvre de plusieurs des recommandations découlant de nos études spéciales et des plaintes que nous avons reçues (notamment en ce qui concerne la prestation automatique de services dans les deux langues officielles sur tout le réseau) serait imputable au manque de collaboration et de

Air Canada s'est enfin envolée pour les 14 soleils du doux pays des langues officielles en bouclant, prudemment bien sûr, sa ceinture de sécurité administrative. Même si avec « Air Canada, on y va », les voyageurs « y » vont encore beaucoup trop en anglais et pas assez en français, si telle est leur préférence linguistique.

En général, c'est encore au petit bonheur que la société offre ses services dans les deux langues officielles; les voyageurs continuent de se plaindre de l'absence de services « individuels » dans la langue officielle de leur choix, tant au sol que dans les airs. La plupart des 101 plaintes qui ont été déposées au cours de la période observée portent sur les annonces orales unilingues dans les aéroports et à bord des avions, et sur l'absence de services en français aux comptoirs d'Air Canada dans différentes villes. La société a tenté d'expliquer ces

APPRECIATION

AIR CANADA—« Le voyage à Miami »

2927	Ottawa	Un employé bilingue soutient qu'il n'a pas d'avancement parce qu'il est le seul dans son service à pouvoir offrir des services en français.
2917	Ottawa	Annonce unilingue anglaise affichée dans un édifice du gouvernement fédéral.
2859	Ottawa	Modification des exigences linguistiques d'un poste après parution de l'avis de concours sans modification correspondante de la date limite.
2849	Ottawa	La femme d'un fonctionnaire prétend que les chances d'avancement de son mari sont diminuées parce qu'il ne peut apprendre le français.
2153	Ottawa	Représentativité insuffisante de l'élément francophone au sein du personnel des services vétérinaires.
2122	Montréal	Réponse en anglais à un correspondant francophone.
2120	Montréal	Document unilingue anglais utilisé pour identifier la marchandise inspectée dans les wagons du CN.
2099	Ottawa	Les noms des rues sont affichés en anglais seulement à la Ferme expérimentale.
1582	Ottawa	Exigences linguistiques pour un poste de vétérinaire au niveau des cadres.

La Direction de l'économie avait publié en anglais seulement, la même année, une série d'études, à savoir les « Prairie Regional Studies ». Le ministère, considérant que les demandes relatives à ces publications proviendraient exclusivement du public anglophone, avait conclu qu'il n'était pas nécessaire de les faire traduire. Il soulignait à l'appui que l'agent chargé de répondre aux requêtes du public n'avait reçu aucune demande du public francophone en ce sens.

En dépit des circonstances qui avaient amené le ministère à décider de ne pas publier la version française de « Selected Agriculture Statistics for Canada » et considérant que la parution uniquement en anglais d'une brochure à l'intention du public constituait une infraction à la Loi sur les langues officielles, le Commissaire a recommandé que le ministère prenne toutes les mesures nécessaires pour assurer la parution simultanée en anglais et en français de tous les documents destinés au public. Quant à la distribution au public d'un résumé de la brochure « The Tender Fruit Industry in Canada », le Commissaire a rappelé au ministère que s'il distribuait aux francophones un abrégé en français au lieu d'un texte équivalant à la publication anglaise, ce procédé ne répondait pas aux critères qu'exigeaient le statut, les droits et privilèges égaux des deux langues officielles.

Le Commissaire a souligné au ministère qu'il était relativement facile de conclure qu'il n'existait aucune demande de la part du public au sujet des publications « Prairie Regional Studies ». Toutefois, selon l'esprit de la Loi sur les langues officielles, il lui incomrait comme aux autres institutions fédérales de promouvoir l'existence de services bilingues, d'en faire la publicité et de les offrir au public. Dans ce contexte il demeure évident qu'en pratique l'offre suscite la demande. Désireux de se conformer à l'esprit et à la lettre de la Loi sur les langues officielles le ministère a informé le Commissaire que :

1) La brochure « Selected Agriculture Statistics for Canada » avait été révisée et publiée en anglais et en français. L'édition de 1975 serait également bilingue.

2) La troisième impression de « The Tender Fruit Industry in Canada » était disponible en anglais et en français.

Quant aux travaux « Prairie Regional Studies », le ministère a souligné qu'ils dataient de 1966 et devaient servir de références à des travaux portant sur des régions bien déterminées. Ils étaient maintenant périmés.

Le ministère a ajouté qu'il entendait à l'avenir se baser sur le principe que toute demande doit être assumée sauf indication contraire.

Un fonctionnaire francophone qui travaille à l'Institut de recherches vétérinaires envoie au Commissaire les copies de 18 notes de service dont 16 sont en anglais seulement et deux en français et en anglais. Il exprime son inquiétude quant au sort réservé aux fonctionnaires d'expression française.

Le ministère a d'abord reconnu aux francophones le droit d'être servis dans leur langue. Puis il a ajouté qu'il n'était pas toujours loisible d'attendre la traduction officielle lorsque des avis urgents devaient être envoyés aux employés mais que, normalement, la communication était transmise dans les deux langues officielles.

Il a donc recommandé au ministère de prendre les dispositions qui s'imposaient pour veiller à ce que les communications à l'intention de tout le personnel soient distribuées simultanément dans les deux langues officielles.

Le ministère a déclaré avoir pris toutes les dispositions nécessaires pour s'assurer que les communications adressées à tout le personnel seront distribuées simultanément dans les deux langues officielles, conformément à sa politique ministérielle en matière de bilinguisme. Le sous-ministre de l'Agriculture a émis des directives dans ce sens à l'intention de tous les chefs décisionnaires du ministère.

Dossier n° 3103—Publications disponibles en anglais seulement

Un francophone informe le Commissaire que plusieurs travaux publiés en 1973 par la Direction de l'économie du ministère ne sont pas disponibles en français. Il cite entre autres, les brochures intitulées « Selected Agricultural Statistics for Canada » et « The Tender Fruit Industry in Canada ».

Le ministère a d'abord précisé au Commissaire que lorsque la brochure « Selected Agriculture Statistics for Canada » avait été envoyée aux services de la traduction, une partie du texte avait été égarée, que des problèmes de communication étaient survenus et que finalement la version française était restée incomplète. Quand on s'était rendu compte de la situation, les statistiques étaient déjà périmées; on a alors décidé qu'il valait mieux ne pas publier la version française d'une brochure parue depuis longtemps en anglais.

Comme le résumé de la brochure « The Tender Fruit Industry in Canada » avait paru dans les deux langues officielles dans la revue intitulée « Economie agricole au Canada », le ministère avait jugé inutile de publier une traduction du texte intégral.

et l'étiquetage des produits de consommation dont l'application relève du ministère de la Consommation et des Corporations. Le ministère de l'Agriculture a ajouté que la rédaction de ces règlements était apparemment en cours et qu'il n'était pas prévu d'exiger l'étiquetage bilingue en vertu de la Loi sur l'emballage et l'étiquetage des produits de consommation avant 1975.

Le Commissaire a interrogé le ministère de la Consommation et des Corporations sur l'état des règlements proposés sur l'emballage et l'étiquetage des produits de consommation et a appris que les projets de règlements faisaient l'objet de discussions avec des associations de consommateurs et associations professionnelles. On lui a également fait savoir qu'une période d'environ deux ans après la promulgation des règlements était accordée pour rendre les étiquettes pleinement conformes aux nouveaux règlements, notamment en ce qui concerne l'étiquetage bilingue. Toutefois, étant donné que le gouvernement en conseil avait déjà décrété l'étiquetage bilingue aux termes des règlements sur les produits dangereux (substances dangereuses), le Commissaire a proposé au ministère de l'Agriculture de modifier le Règlement 38 des règlements sur les produits antiparasitaires, afin d'y prévoir l'étiquetage bilingue obligatoire.

Le ministère de l'Agriculture est resté sur ses positions à ce sujet. Puisque le Règlement 38 des règlements sur les produits antiparasitaires ne concerne que le secteur privé et ne s'applique pas aux institutions fédérales, le Commissaire en a conclu que ces dispositions n'étaient pas contraires à la lettre ou à l'esprit de la Loi sur les langues officielles ni à l'intention du législateur et en a informé le plaignant.

Dossier n° 2055—Dépliant unilingue anglais

Un père de famille fait grief au ministère d'inclure dans le « Student Mailbag », adressé à des milliers d'étudiants fréquentant des institutions scolaires de langue anglaise, le dépliant unilingue anglais intitulé « We have to get pests before they get us ».

Le ministère a informé le Commissaire que la version française de cette brochure intitulée « C'est eux ou nous » devait être distribuée aux CEGEP et aux universités du Québec en septembre 1973. Le ministère a tardé à distribuer cette version car il était incapable d'obtenir des listes d'envoi de ces institutions et a dû négocier avec les ministères québécois de l'Agriculture et de l'Éducation. Dès l'automne 1973, ce dernier a pris en main la distribution des dépliants pour l'Agriculture Canada.

Le Commissaire a recommandé au ministère de vérifier soigneusement les listes d'envoi afin que les étudiants francophones fréquentant des institutions scolaires anglaises et vice-versa, reçoivent toujours les publications gouvernementales dans la langue officielle de leur choix.

AGRICULTURE — « Une jolie fleur dans une peau de vache »

APPRECIATION

Reprenant à son compte les conseils du laboureur à ses enfants, le ministère a travaillé et pris de la peine; ce faisant, il s'est évité les grêles de plaintes. S'il lui en est parvenu 14, il s'est, sans tarder, attaqué aux racines du mal. Il a en outre mis partiellement en application la seule recommandation restée sans suite (qui portait sur ses formules) parmi celles qui lui avaient été adressées à l'issue de notre étude spéciale intéressant son bureau de district de Moncton (cf. Troisième rapport annuel—1972-1973). Il reste que les plaintes dont a fait l'objet l'Institut de recherches vétérinaires de Hull semblent indiquer que la pratique de l'insémination artificielle serait de nature à favoriser la pénétration du français comme langue de travail. Au demeurant, une étude systématique récemment entreprise et portant sur l'ensemble des opérations du ministère devrait nous permettre de récolter, l'an prochain, des fruits quelque peu plus nutritifs et savoureux que ceux de cette année.

Les formulaires à l'usage du public employés par le bureau de Moncton sont désormais bilingues et il en sera de même des imprimés à usage interne dès mars 1976. Le Commissaire a d'autre part ouvert une nouvelle enquête sur le ministère portant sur l'ensemble de cette administration et de portée nationale; elle aura pour but de déterminer dans quelle mesure l'institution se conforme à la Loi sur les langues officielles dans ses services au public et ses communications internes.

PLAINTES

Dossier n° 1706 — « Les fièvres et maladies »

Un correspondant attire l'attention du Commissaire sur les dispositions du Règlement 38 portant sur les produits antiparasitaires, adopté le 25 novembre 1972, prévoyant que les indications figurant sur chaque étiquette seront soit en anglais, soit en français, soit bilingues. Le plaignant est d'avis que, pour protéger les consommateurs canadiens et pour se conformer à l'esprit et à la lettre de la Loi sur les langues officielles, il faudrait que les règlements exigent des étiquettes bilingues ou encore des étiquettes en anglais et d'autres en français sur chaque produit.

Le ministre de l'Agriculture a précisé que le Règlement 38 actuel était repris de l'ancien règlement sur les exigences linguistiques de l'emballage et qu'il serait remplacé lors de la promulgation des nouveaux règlements établis aux termes de l'article 18 de la Loi sur l'emballage

grammes, et aux chefs de division, qu'il ne s'agissait donc pas d'un avis agi d'un avis officiel intéressant l'ensemble du personnel, il aurait été la liberté de faire photocopier et afficher) et, pour finir, que s'il s'était agi d'un avis officiel intéressant l'ensemble du personnel, il aurait été publié dans les deux langues.

Le Commissaire s'est dit d'avis que la note de service aurait dû être publiée dans les deux langues; il a donc recommandé au ministre qu'à l'avenir toute note de service avisant les agents d'une décision d'intérêt général pour eux soit rédigée dans les deux langues officielles. Le ministre s'est rangé à l'avis du Commissaire et l'a assuré que sa recommandation serait dorénavant observée.

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
2011	Ottawa Publication dans la revue-maison <i>Intercom</i> d'un article en français seulement.	Mesures correctives
2030	Fort Beauséjour (N.-B.) Pas de guides parlant français un dimanche.	Non fondée
2301	Ottawa Un avis de concours n'indiquait que l'anglais comme essentiel pour un poste bilingue.	Mesures correctives
2399	Jasper Écriture aux unilingues anglais à l'entrée du parc.	Mesures correctives
2410	Winnipeg La cérémonie de dévoilement d'une plaque à la mémoire de La Vérendrye s'est déroulée presque totalement en anglais.	Explications
2531	Petit Fort Garry (Manitoba) Carence de services de guides bilingues en octobre 1973.	Explications
2742	Ottawa L'avis de concours pour un poste de planification d'expositions à Cornwall n'exige qu'une connaissance de l'anglais.	Explications
2895	Hopewell Cape (N.-B.) Plaque commémorative sur le monument élevé à la mémoire du très honorable R. B. Bennett qui comporte une inscription anglaise seulement.	Mesures correctives
3042	Ottawa Réceptionniste unilingue anglaise dans une Division.	Explications
3155	Ucluelet (C.-B.) Mauvaise qualité du français des affiches.	Mesures correctives

ture de services. Il appert donc, toujours selon le ministère, que Tussaud n'aurait pas lié aux règlements édictés en vue de l'application de l'article 10 de la Loi sur les langues officielles. Néanmoins, le ministère dit qu'il continuera ses efforts pour convaincre les autorités de Tussaud d'offrir des services bilingues et le cas échéant il se fera un plaisir de l'aider.

Le Commissaire a répondu au ministère qu'il n'était pas d'accord avec son interprétation de l'article 10 de la Loi ni ne la croyait fidèle à l'esprit du législateur. Il ne pensait pas non plus que le Parlement avait eu l'intention d'exclure les baux de la catégorie générale des contrats quant à la fourniture de services. Le Commissaire a informé l'institution qu'il transmettait sa réponse au Greffier du Conseil privé et la ferait paraître dans son rapport annuel.

Dossier n° 2589—Une expédition en canot

Un groupe de jeunes francophones effectuant une expédition en canot d'Ottawa à Québec s'est vu remettre des documents unilingues anglais aux écluses Carillon de Hawkesbury.

En guise d'explications, le ministère a déclaré que le canot n'était pas immatriculé en vertu du Règlement sur les petits bâtiments, il n'était pas autorisé à franchir les écluses. Cela ne justifiait en rien l'erreur commise.

Le ministère a ajouté qu'au lieu de remettre au groupe la version bilingue « Navigation Canals/Canaux de navigation » dont il a fait tenir un exemplaire au Commissaire, le maître-écluseur ou tout autre préposé aurait malheureusement donné des documents périmés.

Le ministère a prié le Commissaire de transmettre ses excuses au plaignant pour cet impair qu'il a dit regretter vivement.

Le Commissaire a recommandé au ministère de rappeler à tous les préposés aux écluses leur obligation, en vertu de la Loi sur les langues officielles, de remettre aux conducteurs d'embarcation des documents bilingues ou rédigés dans la langue officielle de leur choix.

Le ministère a émis des directives à l'intention des directeurs régionaux des Parcs, responsables de l'administration des canaux de navigation, leur rappelant de toujours servir le public dans la langue officielle de son choix.

Dossier n° 3086—Le tournoi de golf ministériel

Le plaignant déplore que l'on ait affiché à tous les étages de l'immeuble occupé par le siège central du ministère deux exemplaires en anglais de la note de service annonçant le tournoi de golf ministériel.

Le ministère a précisé au Commissaire que la note de service en question s'adressait uniquement aux conseillers, personnel des pro-

bilingues dont il avait été question soient préparés et qu'au moment du renouvellement du contrat, une disposition conforme aux exigences de la Loi y soit insérée.

Des représentants du ministère et du Bureau du Commissaire se sont réunis afin d'examiner les moyens propres à amener les concessionnaires à se conformer à la Loi sur les langues officielles. Un représentant du ministère a indiqué que celui-ci faisait une distinction entre des concessionnaires et des locataires. Les premiers représentent des personnes ou des organisations qui fournissent au public des services que le ministère offrirait lui-même en l'absence de contrat; les seconds peuvent être des personnes ou des organisations qui offrent des services dont le ministère se dispenserait en l'absence de contrat : ce serait le cas du Musée de cire Tussaud. Les baux contiennent généralement une clause de renouvellement automatique.

Dans le *Deuxième rapport annuel* du Commissaire, il est fait mention d'une étude spéciale entreprise à la requête du ministère concernant sa Direction des parcs nationaux et des lieux historiques. En ce qui concerne les concessionnaires, le Commissaire a fait la recommandation suivante : « que la Direction réexamine tous les contrats passés avec les concessionnaires afin de voir ce qui pourrait être fait pour les amener à se conformer à la Loi sur les langues officielles et que les résultats de cette analyse soient remis au Commissaire avant le 29 février 1972 » (recommandation 88).

Le Bureau du Commissaire a continué ses démarches en vue d'assurer la mise en œuvre de cette recommandation. A la suite de la recommandation précitée, une révision du contrat avec le concessionnaire a permis de constater que l'article 5 stipulait que le présent contrat et son renouvellement étaient sujets à tous règlements alors en vigueur ayant trait à la surveillance et à la gérance des parcs nationaux ou qui pourraient être édictés par la suite par le gouvernement en conseil.

Le Commissaire a donc invité le ministère à continuer à user de diplomatie auprès des autorités du Musée de cire Tussaud pour les persuader d'accepter l'offre qu'il leur avait faite de les aider à se conformer aux exigences de la Loi.

Le ministère a exprimé l'avis que seuls les ministères, départements et organismes du Gouvernement du Canada ainsi que les corporations de la Couronne ou tout autre personne agissant aux termes d'un contrat de fourniture de ces services conclus par eux ou pour leur compte (après l'entrée en vigueur de la Loi, soit le 7 septembre 1969) étaient, en vertu de l'article 10, obligés d'offrir des services en anglais et en français.

Le ministère ajoute que, outre le fait que le bail avec le musée ait été signé en 1933, ce bail n'obligeait pas son signataire à la fourni-

cielles sur ses affiches, billets, etc. et dans ses services. Il a rappelé au Commissaire qu'il n'a pas juridiction sur le carré de la Confédération et le pont Rideau mais tentera d'ajouter une stipulation dans le bail concernant les affiches placées par le concessionnaire à ces endroits.

Sept mois après, le Commissaire a dû faire remarquer au ministre que la publicité du concessionnaire se faisait toujours en anglais seulement et il a demandé d'être informé des démarches du ministre pour remédier à la situation avant l'ouverture de la saison touristique de 1974. Le ministre a alors répondu qu'il ferait corriger immédiatement les affiches unilingues. On devait aussi s'assurer qu'il y ait un personnel bilingue sur place. Cependant, comme la concession actuelle touchait à son terme, on ne pourrait pas exiger que le concessionnaire corrige ses brochures, vu les dépenses que cela entraînerait. Toutefois, le ministre devait faire un appel d'offres pour l'opération à long terme des croisières touristiques et l'adjudicataire serait tenu à faire de la publicité et à offrir des services dans les deux langues officielles, dans certains cas avec l'approbation préalable du ministre.

Dossier n° 2217—Concessionnaires

Un touriste francophone de St-Boniface, Manitoba, constate avec regret que les commentaires des guides, les écritaux, les publications au Musée de cire Tussaud dans le parc national Banff sont en anglais seulement.

Le ministre a informé le Commissaire que sa politique en matière de bilinguisme à l'égard de ses concessionnaires voulait que lorsqu'un contrat était signé ou un bail renouvelé, une clause soit incluse exigeant que le concessionnaire fournisse au public des services dans les deux langues officielles du Canada.

Dans le cas du Musée de cire Tussaud, une révision du contrat a révélé qu'une telle clause n'avait pas été ajoutée. Le ministre s'est alors engagé à entamer des pourparlers avec les représentants du musée.

Malgré les efforts de persuasion du surintendant des parcs nationaux, le gérant du musée ne semblait pas prêt à assumer les frais supplémentaires qu'occasionnerait la fourniture de services en français puisqu'il estimait que la demande était insuffisante et que le musée recevait un grand nombre de visiteurs de langues allemande, ukrainienne, espagnole et japonaise. Le ministre a alors proposé de contribuer à la préparation d'un dépliant et d'une bande sonore bilingues. Le gérant, tout en rejetant l'offre du ministre, a laissé entendre qu'il retiendrait la suggestion.

Le Commissaire, étant d'avis que cette absence de services en français contrevenait à l'article 10 (1) de la Loi sur les langues officielles, a recommandé que comme mesure provisoire, les documents

Le Commissaire a recommandé qu'un avis révisé de concours soit publié dans les deux langues officielles.

Le ministre a répondu qu'il avait constaté, par la suite, que la modification n'était pas conforme aux exigences de la politique gouvernementale sur le bilinguisme et qu'il n'était pas en mesure d'assurer des cours de langue à des candidats nommés à des postes exigeant la connaissance de l'anglais seulement. Dans ces conditions, le Commissaire a consenti à retirer sa recommandation.

Dossiers nos 2076, 2191—Des croisières touristiques

Deux francophones se plaignent du manque de services en français sur les bateaux de la Paul's Boat Lines, le concessionnaire des croisières touristiques sur le canal Rideau et la rivière des Outaouais. Le Commissaire avait considéré cette plainte réglée dans son rapport annuel 1971-1972 (page 288).

Le ministère des Affaires indiennes et du Nord — duquel relevait cette plainte, suite à un transfert de responsabilité ministérielle — et le Commissaire ont chacun délégué un représentant pour faire une vérification sur place. Ceux-ci ont remarqué que les commentaires faits durant la croisière se donnaient, en français et en anglais, au moyen d'un magnétophone. La qualité de la langue parlée était satisfaisante. Il semblait, cependant, que rien n'était prévu pour les clients francophones en cas de sinistre ou d'urgence puisque le personnel préposé à la gouverne des bateaux était unilingue anglais. Les représentants ont constaté que les affiches et les billets étaient en anglais seulement et qu'à peine un seizième de l'espace sur les dépliants était consacré au français. Les préposés à la vente des billets servaient les clients anglophones dans leur langue mais n'agissaient pas de même avec les clients francophones.

Après s'être référé à la correspondance qu'il avait entretenue en 1970 avec le ministère des Transports et la Commission de la capitale nationale, le Commissaire a recommandé au ministère des Affaires indiennes et du Nord d'exiger immédiatement, du concessionnaire, en vertu des dispositions du bail qui régit les conditions de services touristiques, le placement d'affiches bilingues, la distribution de dépliants et de billets bilingues et l'embauche de vendeurs et de commentateurs bilingues pour les croisières touristiques afin de refléter l'égalité des deux langues officielles. Il a aussi recommandé que le ministère s'assure à l'avenir, en vertu des dispositions de tout bail qu'il aura à négocier, que le concessionnaire fournisse de tels services bilingues, recommandation particulièrement urgente puisque le ministère devait renouveler le bail de la compagnie Paul's Boat Lines le 1^{er} janvier 1974.

Le ministre a consenti à modifier tout bail futur de façon à exiger que le concessionnaire respecte l'égalité des deux langues offi-

vice bilingue dans les kiosques d'information, mais le ministère a assuré

au Commissaire que ce service est disponible pendant la saison. Le ministère n'avait pas encore atteint son objectif — fixé pour décembre 1973 — en matière d'enregistrements bilingues dans le cadre des programmes d'interprétation; on ne sait pas encore de façon certaine quand les enregistrements, les diapositives et les films seront disponibles en anglais et en français. Il est essentiel que le ministère admette l'importance, pour les voyageurs, de ces services.

Le ministère avait entrepris la mise en œuvre d'un programme de cours de langue dans les parcs, mais n'avait pas encore fait de démarche en vue d'établir une école de naturalistes dans l'est qui offrirait des cours de langue spécialisés. Même si un programme de formation linguistique et de maintien des connaissances a été créé pour les employés d'Ottawa, rien n'a cependant été fait pour offrir ce programme aux employés de la Division des canaux.

Le ministère a affirmé qu'il avait pris des mesures en vue d'assurer que les services des concessionnaires soient offerts dans les deux langues officielles. Il devra toutefois exercer sur les concessionnaires une influence plus grande afin d'obtenir les résultats escomptés, car certains de ces services (comme la signalisation bilingue relative à la sécurité) étaient loin d'être satisfaisants.

PLAINTES

Dossier n° 1933—La modification

Un francophone se plaint de ce qu'un concours relatif au poste d'agent des titres fonciers, dans le cadre du Programme des affaires indiennes et esquimaudes, a été modifié pour rendre également admissibles les candidats unilingues et bilingues, mais que l'avis de modification a été diffusé en anglais seulement.

Le ministère a expliqué que le concours visait à recruter des candidats capables d'étudier des documents rédigés en anglais et d'en donner une interprétation. L'avis de concours exigeait que le candidat soit apte à travailler en anglais seulement, les postes n'étant pas désignés bilingues.

Le ministère a informé le Commissaire qu'il souhaitait que les francophones soient admissibles au même titre que les anglophones. Une modification avait donc été publiée pour étendre le concours aux personnes qui, sans avoir les capacités linguistiques nécessaires, étaient prêtes à suivre des cours de langue pour les acquérir. Par inadvertance, la modification n'avait été diffusée qu'en anglais.

Comme il en est fait mention dans le *Troisième rapport annuel*, la Direction des parcs nationaux et des lieux historiques a fait l'objet de deux études spéciales.

Dans un rapport qu'il nous a soumis en novembre 1974, le ministre soulignait qu'il avait, au cours de l'année, avancé dans sa tâche de rendre les écritaux des parcs nationaux bilingues, qu'il avait diffusé un manuel bilingue sur les panneaux indicateurs, qu'il y avait un plus grand nombre de programme d'interprétation dans les deux langues officielles, et qu'il avait recruté d'autres naturalistes bilingues dans les provinces de l'Atlantique. Il avait en outre identifié ses besoins de main-d'œuvre en vue de recruter le personnel approprié pour les parcs de l'Ouest du Canada.

Malgré tout, quelque 40 recommandations n'ont pas encore été entièrement appliquées. Le ministre refuse d'avancer l'échéance pour la bilinguisation des plaques commémoratives, fixée pour 1977. En 1972, nous avons recommandé que le délai soit prévu pour juin 1975; nous persistons à croire qu'une prorogation de deux ans, sans raison valable, est inadmissible.

Le ministre a fait savoir que, tout en conservant l'échéance de juin 1975 pour les écritaux des parcs nationaux, il avait reporté à mai 1976, celle fixée pour la signalisation bilingue dans les zones des canaux. Le Bureau du Commissaire s'était déjà opposé à ce que le ministre renvoie à juin 1975 l'échéance primitivement fixée à décembre 1974. Ce nouveau délai, pour lequel aucune explication n'a été fournie, paraît totalement déraisonnable, d'autant plus qu'il y a relativement peu d'écritaux à remplacer. De plus, le ministre n'a pas encore satisfait entièrement aux recommandations portant sur les insignes bilingues, les textes descriptifs et une plus grande utilisation de panneaux pictographiques dont le sens serait expliqué dans une plaquette bilingue. Le ministre a été lent à entreprendre des négociations avec les autorités provinciales en vue de remplacer les écritaux unilingues aux abords des parcs.

Le Commissaire avait recommandé que tout le matériel d'information destiné au public soit préparé dans les deux langues officielles pour juin 1972. Bien que le ministre ait déjà affirmé avoir satisfait à cette recommandation, sa plus récente réponse indiquait qu'environ soixante-dix dépliantes et autres publications distribués dans les parcs de l'Ouest étaient encore unilingues et que l'échéance avait été remise à juin 1976. Une fois de plus, peu de renseignements furent donnés pour expliquer ce changement.

Le ministre a peu fait en vue d'inscrire dans les deux langues les bureaux des parcs et des canaux dans les annuaires téléphoniques, ou pour émettre des bulletins sur l'état des routes et des bulletins météorologiques bilingues. On ne pouvait encore obtenir en tout temps un ser-

Le ministère a répondu qu'une telle carte avait été distribuée à plusieurs missions il y a quelques années, mais qu'il était de plus en plus difficile de s'en procurer.

Le Commissaire a recommandé qu'en commençant par Port-au-Prince, toutes les cartes unilingues à la vue du public des missions canadiennes soient remplacées par des cartes bilingues.

Le ministère a finalement fait tenir au Commissaire copie d'une directive voulant que les cartes unilingues anglaises soient retirées.

DOSSIER N° LIEU	NATURE DE LA PLAINTE	RÉSULTAT
1536	Ottawa	Un francophone reçoit la version anglaise de la revue <i>Perspectives internationales</i> . L'enveloppe porte aussi une mention en anglais seulement.
1955	Ottawa	Plaques identifiant les édifices ou bureaux occupés par des représentants de gouvernements étrangers sont souvent unilingues anglaises.
2147	Cape Town, (Afrique du Sud)	Difficultés à obtenir des services en français à l'ambassade canadienne à Cape Town et Pretoria.
2358	Ottawa	Lettre en anglais à un francophone.
2392	Antilles françaises	On n'admet pas qu'il n'y ait pas de consulat canadien à la Martinique, à la Guadeloupe et en Guyane française.
2430	Ottawa	Seuls les mots « External Affairs » figurent sur une camionnette.
2519	Nouvelle-Delhi, Colombo	Manque de service en français aux Hauts Commissariats. De plus, à Nouvelle-Delhi, on publie la revue « Canada » en anglais seulement
2621	Rome	Difficultés à obtenir des services en français à l'ambassade du Canada. De plus, les documents disponibles sont unilingues anglais.
2767	Ottawa	Télégramme envoyé en anglais seulement aux employés de plusieurs postes à l'étranger.
2833	Ottawa	Erreur grammaticale sur un écriteau dans le parc de stationnement de l'édifice Lester B. Pearson.
2856	Ottawa	Un francophone conteste l'appellation « Affaires Extérieures » au lieu de « Affaires Étrangères ».
2937	Ottawa	Réceptionnistes unilingues à l'édifice Lester B. Pearson
		Non fondée

Quant aux autres participants, le ministère a expliqué qu'ils représentaient des fabricants de voitures ou le gouvernement des États-Unis et qu'il lui était difficile de trop insister auprès d'eux sur la question du bilinguisme. Étant donné la nature même de l'exposition, le peu de temps accordé à sa préparation et le grand nombre de documents bilingues qui, malgré tout, ont été mis à la disposition du public, le ministère a conscience d'avoir fait tout son possible pour remplir au mieux son rôle. Les 14 et 15 avril 1973, le nombre de visiteurs a largement dépassé les prévisions et il se peut fort bien qu'il ait été impossible d'obtenir, à un moment donné, de la documentation dans la langue désirée.

Dans sa réponse au ministère, le Commissaire a exprimé l'avis qu'il était important de veiller à ce que, dans des manifestations de ce genre, la documentation soit offerte au public aussi bien en français qu'en anglais. Il a donc recommandé au ministère, lorsqu'il accepte de patrouiller de telles expositions, de demander aux participants de se conformer aux exigences de la Loi sur les langues officielles.

Le ministère a assuré le Commissaire qu'il avait le souci continu de projeter l'image bilingue du Canada à l'occasion de manifestations semblables. Ainsi, lorsque le conseiller en bilinguisme apprenait que le ministère allait être responsable d'une exposition ou allait y participer, il s'assurait que les deux langues officielles y seraient bien servies en envoyant aussitôt aux intéressés une note à cet effet. À titre d'exemple, le ministère a signalé au Commissaire qu'il avait assuré le caractère entièrement bilingue de la Conférence des Premiers ministres du Commonwealth tenue à l'été de 1973, de même que lors de la réunion spéciale de l'OTAN en juin 1974, lors de la Conférence des Ministres des Finances du Commonwealth en septembre 1974 de la visite du Premier ministre du Japon au cours de ce même mois. Depuis longtemps, déjà, le conseiller en bilinguisme avait établi des contacts étroits avec les directions et s'occupait de la préparation de la conférence-exposition de Vancouver qui sera tenue en 1976. Le ministère a précisé qu'il ne pouvait évidemment pas être responsable des actes ou omissions des autres ministères ou organismes mais, en ce qui avait trait aux manifestations auxquelles il participait, il tentait d'avoir l'œil ouvert pour bien satisfaire aux recommandations formulées par le Commissaire aux langues officielles.

Le Commissaire a indiqué au ministère qu'il était satisfait de cette réponse.

Dossier n° 2264 — Carte géographique

Le plaignant constate qu'une grande carte géographique du Canada, à l'entrée de l'ambassade canadienne à Haïti, est unilingue anglaise.

œuvre, mais celle qui demandait qu'on rende bilingues tous les tampons

à usage externe n'a été que partiellement appliquée.

Parmi les réalisations qui touchent aux communications internes, on peut compter la mise en œuvre, totale ou partielle, de plusieurs recommandations. Dans le domaine des directives du ministère, les missions ont constitué un dossier sur le bilinguisme et le ministère a partiellement appliqué les recommandations visant à mettre à la disposition des fonctionnaires des missions des manuels d'administration, des ouvrages de référence et des dictionnaires bilingues. D'autre part, dans une certaine mesure seulement, les documents de portée générale distribués à l'intérieur des missions se présentent simultanément dans les deux langues.

A côté de ces réalisations plus ou moins complètes, le Bureau du Commissaire a pu observer plusieurs faiblesses. Certaines recommandations internes n'ont pas encore été appliquées. C'est le cas de deux recommandations qui, portant sur les bibliothèques des missions, demandent que les ouvrages qui s'y trouvent soient disponibles, dans une proportion convenable, dans les deux langues. C'est aussi le cas de deux recommandations relatives à l'identification dans les deux langues officielles des communiqués de presse et des petites annonces. Enfin, les recommandations qui concernent l'aspect visuel, les formules, les articles de papeterie, les cartes et les machines à écrire n'ont pas toutes été appliquées.

PLAINTES

Dossier n° 1935—Voitures futuristes

Un francophone se plaint que la documentation offerte au public, à une exposition de voitures futuristes, était la plupart du temps rédigée en anglais. Certains écritureaux décrivant les objets exposés étaient également rédigés en anglais de même que les films présentés à la télévision (circuit fermé).

Cette exposition a été organisée — à l'occasion de la réunion, à Ottawa, du comité de l'OTAN sur les Défis de la Société moderne — sous l'égide du ministère en collaboration avec le Musée des sciences et de la technologie et le ministère de l'Environnement.

Le ministère a informé le Commissaire qu'il avait veillé à ce que la documentation et les panneaux fournis par l'OTAN et le gouvernement du Canada soient bilingues, ce qui fut le cas.

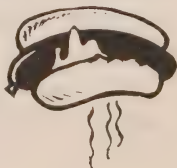
consul qui confondrait démarche et Diklat. Cependant, on ne peut s'empêcher de s'interroger sur la lenteur « surprenante » des progrès accomplis par le ministère. Nous tenons, il est vrai, de source généralement sûre, que plusieurs de nos recommandations ont été incorporées au Manuel des pratiques administratives du ministère, ou vont l'être, sous peu. Par ailleurs, affirmer que le ministère a fait preuve d'un peu trop de langueur dans le règlement des 19 plaintes déposées depuis l'an dernier, ce n'est pas commettre une iniquité qui justifierait une note de protestation.

Les missions du ministère des Affaires extérieures en Europe occidentale et dans les Amériques ont fait l'objet d'une étude spéciale, terminée en 1972, et d'un rapport assorti de 51 recommandations portant sur différents aspects de l'application de la Loi sur les langues officielles, notamment la représentation, les ressources humaines, les directives du ministère, les manuels, les imprimés et les formules, le service de réception téléphonique et les communications internes.

Les derniers renseignements recueillis indiquent que sur un total de 51 recommandations, on peut en considérer 10 comme appliquées, 18 comme partiellement appliquées, et 19 comme non appliquées. De plus, le ministère n'a pas fourni d'indications au sujet de quatre autres recommandations. C'est donc dire que s'il y a du chemin parcouru, il en reste beaucoup à parcourir.

Le bilan de la situation se présente comme suit : au chapitre des réalisations, on constate que le ministère a pleinement ou partiellement appliqué plusieurs recommandations relatives aux services offerts au public et aux communications internes de ces missions. Ainsi, le ministère a rappelé aux hauts fonctionnaires de ses missions de tenir compte du statut d'égalité des deux langues officielles dans leurs contacts avec le public, il a également fait des efforts pour respecter ce statut aux expositions dont il est responsable. Il a aussi pris, sinon toutes les mesures recommandées, du moins plusieurs visant à améliorer les services téléphoniques des missions. Comme celles-ci diffusent des communications et disposent de films, destinés au public, le ministère a fait des efforts pour que les communications paraissent dans les deux langues officielles et pour qu'une proportion convenable de films soit disponible dans chacune des deux langues, partout. Enfin, le ministère fait en sorte que les imprimés distribués par les missions au public soient disponibles dans les deux langues officielles, de préférence en un seul document, ou, du moins, en identifiant dans les deux langues chaque version et en y indiquant qu'un document équivalent existe dans l'autre langue officielle. La recommandation voulant que toutes les formules à usage externe du ministère soient bilingues a été mise en

Self-services et snacks du bilinguisme : on y mange sur le pouce, parfois assez bien, le plus souvent mal



Air Canada

Chemins de fer nationaux du Canada

Industrie et Commerce

Gendarmerie royale du Canada

Radio-Canada

Revenu national (Douanes et Accise)

Santé nationale et Bien-être social

Statistique Canada

Mangeoires et gargotes infectes où l'on charcuté joyeusement, mais sinistrement, la Loi sur les langues officielles (à éviter à tout prix si vous n'êtes pas muni de votre flacon de Bromo Seltzer)



Postes

Transports

Travaux publics

C. Palmares de la chanson BB : grands et petits tubes du basstringue bilingue

Le lecteur trouvera ci-dessous une évaluation, tranche dans le pos — car qui aime bien châtie bien —, de chacun des 34 ministères et organismes sur lesquels la moisson engrangée (par le biais de plaintes, d'études spéciales et autres formes de récoltes) est suffisante pour nous permettre de hasarder un jugement, même approximatif, quant à leur zèle « bilinguisateur ». L'analyse de chaque institution commence par une « appréciation » d'ensemble en italique, étayée par un dossier qui, sans forcément passionner le profane, peut au moins intéresser les spécialistes du Parlement et des institutions elles-mêmes.

AFFAIRES EXTÉRIEURES — « Un jour tu reviendras »

APPRÉCIATION

Dans l'univers diplomatique, où règnent euphémisme et litote, toute critique acerbe risque de faire passer son auteur pour un troisième vice-

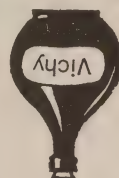
Commission de la capitale nationale
Commission de la fonction publique
Défense nationale
Secrétariat d'État
Société centrale d'hypothèques et
de logement
Société du crédit agricole



Gueuletons linguistiques simples mais soignés.

Affaires indiennes et du Nord
Directeur général des élections
Information Canada
Main-d'œuvre et Immigration
Musées nationaux
Revenu national (Impôt)

*Repas « basses calories bilingues », d'une certaine
valeur thérapeutique, mais qu'on ne saurait recom-
mander aux connaisseurs*



Affaires extérieures
Agriculture
Approvisionnements et Services
Commission d'assurance-chômage
Communications
Conseil du trésor
Conseil national de recherches du Canada
Environnement
Parlement

- e) *étude spéciale* : dans quelques cas, lorsque la plainte révélait une situation sur laquelle le Service des études spéciales se penchait déjà, l'instruction était poursuivie conjointement par les deux services;
- f) *renvoi* : lorsque la plainte était nettement en dehors du mandat du Commissaire, elle était acheminée vers les autorités compétentes : provinciales, municipales ou autres;
- g) *service rendu* : même si la plainte n'était pas recevable, le Commissaire cherchait à aider le correspondant à trouver une solution à son problème : il pouvait s'agir, par exemple, de « dépanner » un employé fédéral qui s'estimait lésé par la mise en vigueur des programmes de bilinguisme.

B. *Mini-Guide Michelin pour gastronomes pressés ou paresseux des grandes tables et étalles plus ou moins bilingues*

Le manuel du gourmet consommé que l'on pourra consulter ci-dessous ambitionne de faciliter aux amateurs friands de spécialités langagières la digestion des mets, ragoûtants et dégoûtants, que leur ont servis cette année certains des établissements, parmi les plus cotés, de la chaîne BB.



Grandes tables pour fines gueules : les « Tour d'Argent » du bilinguisme

(Malheureusement, aucun des établissements visités ne méri(e), cette année, trois étoiles, ce symbole de l'excellence en matière de gastronomie bilingue. Les recettes que concoctent certains maîtres administratifs devant leurs fourneaux laissent cependant espérer que des cuisines, déjà honorables, pourr(e)nt, l'an prochain, décrocher la timbale tant convoitée — hum !)



Tables offrant d'excellentes spécialités culinaires dans les deux langues officielles : valent un détour

Bibliothèque nationale
Centre national des arts

Suivent les sommaires des plaintes sans recommandation mais susceptibles d'intéresser le lecteur pour diverses raisons :

- a) les plaintes recevables où le bureau du Commissaire, par ses démarches, a contribué à l'amélioration d'une situation particulière (conditions de travail, obtention d'un service);
- b) les plaintes non recevables qui, grâce à un renvoi ou à une intervention du Commissaire, ont contribué à promouvoir le bilinguisme institutionnel dans les provinces ou dans des entreprises privées;
- c) les plaintes où un article de la Loi est clarifié, la portée d'un article élargie, une dimension nouvelle envisagée. Ces cas sont plutôt rares, car la plupart des plaintes de cette nature ont comporté des recommandations;
- d) les plaintes significatives concernant la langue de travail, ayant trait en particulier aux communications orales et écrites entre employés fédéraux;
- e) les plaintes qui ont donné lieu à des réformes importantes illustrant l'initiative de certains ministères et organismes.

Les plaintes dont les sommaires ne paraissent pas font l'objet d'une brève mention en petits caractères sous la rubrique de chaque organisme où sont indiqués le numéro du dossier, une description concise de la nature de la plainte, l'endroit d'où a émané la plainte et le résultat de l'intervention du Commissaire. La terminologie utilisée pour décrire ce résultat exige des précisions.

- a) *mesures correctives* : dans un grand nombre de cas, l'intervention fédérale mise en cause prenait la décision de corriger la situation dès que la plainte était portée à son attention;
- b) *retrait* : dans quelques cas assez rares, le plaignant retirait sa plainte ou ne donnait pas suite à une demande de renseignements essentiels à une instruction;
- c) *non fondée* : le Commissaire, après avoir examiné la version du plaignant et celle de l'institution mise en cause, arrivait à la conclusion qu'il n'y avait pas eu infraction à la Loi;
- d) *explications* : ici, l'institution mise en cause tentait d'expliquer pourquoi elle n'avait pas respecté ce que le plaignant ou le Commissaire qualifiait d'exigences de la Loi. Dans certains cas, les explications étaient valables. Dans d'autres, elles se résumaient à des excuses basées sur l'oubli ou l'erreur : tel a été trop souvent le cas d'Air Canada qui, bien que disposant d'une capacité bilingue, avait négligé de s'en servir au cours de nombreux vols;

TABLEAU 14. L'ensemble par catégorie

Associations et syndicats de fonctionnaires	9
Compagnies de téléphone	22
Education	23*
Entreprises privées	89
Gouvernement étranger	1
Gouvernements municipaux	8
Parlementaires	8
Politique du bilinguisme	2*
Provinces	52
	214

*Le Secréariat du Bureau a répondu à de nombreuses demandes de renseignements ayant trait à l'éducation et à la politique du bilinguisme.

La plupart des plaintes inscrites au tableau 14 ont été portées à l'attention des autorités compétentes sous forme de renvoi. Dans plusieurs cas, celles-ci ont fait connaître au Commissaire la nature des réponses qu'elles avaient envoyées aux correspondants ou qu'elles désiraient que le Commissaire leur transmette.

e) *Comment, cette année, nous économisons un peu de papier*

Le lecteur du troisième rapport annuel aura constaté la variété de sujets qui ont fait l'objet de plaintes inscrites au cours de l'exercice financier 1972-1973 : bien que 109 sommaires aient été omis du répertoire des plaintes concernant des institutions fédérales déterminées, la matière a lire était abondante.

Dans le présent rapport, même si celui-ci couvre 21 mois d'activités, le choix des sommaires¹ est limité à certains critères précis. On trouvera tout d'abord les sommaires des plaintes où il y a eu des recommandations. Durant ces 21 mois, le Service des plaintes a formulé, au cours de l'instruction de 149 plaintes, 184 recommandations qui visaient 38 institutions fédérales. Ces plaintes peuvent être classées de la façon suivante : 123 concernaient la langue de service et 26 la langue de travail. Six plaintes mettant en cause quatre institutions ont fait l'objet de recommandations qui étaient encore à l'étude au 1^{er} janvier 1975. Les recommandations du Commissaire ont été portées à l'attention du greffier du Conseil privé, qui, à son tour, les a transmises à la Direction des langues officielles du Conseil du trésor.

1. Un sommaire est préparé lorsqu'un dossier est classé.

Aux tableaux 12 et 13, le nombre de francophones et d'anglophones n'est pas identique, parce que certaines plaintes impliquant des employés fédéraux (en tant que tels) ont été déposées par des personnes autres que des employés fédéraux. A la suite des directives émises par le Conseil du trésor au cours des 21 mois couverts par le présent rapport, il est normal qu'un plus grand nombre d'anglophones que de francophones aient eu à se plaindre de ne pouvoir s'inscrire aux cours de langue : par exemple, ceux qui participaient aux cours cycliques de français ont dû céder la priorité à ceux dont les postes avaient été identifiés comme bilingues. Par contre, plusieurs francophones ont fait grief à la Commission de la fonction publique de ne pas respecter leurs préférences linguistiques au cours d'entrevues tenues à l'occasion de concours. Quelques anglophones ont protesté contre le fait que leurs postes avaient été identifiés comme bilingues par leurs ministères et le Conseil du trésor. Quant aux conditions de travail, la majorité des plaignants francophones n'ont pas aimé, par exemple, que des notes de service leur soient adressées en anglais. Un certain nombre d'entre eux, en poste dans des unités francophones, ne pouvaient communiquer en français avec le siège ou avec d'autres bureaux régionaux de leur ministère.

Francophones		Anglophones	
Test de langue	3	8	
Cours de langue	3	30	
Concours, nomination, fonctions, désignation des exigences linguistiques	29	19	
	51	6	
Conditions de travail			
	86	63	

TABLEAU 13. Nature des plaintes impliquant des employés fédéraux (en tant qu'employés fédéraux) dans des institutions fédérales déterminées, 1973-1974 (21 mois)

La plupart des plaintes déposées par des employés fédéraux (en tant que tels) concernaient la langue de travail. Le tableau 13 indique la nature des plaintes qui peuvent entrer sous cette rubrique. Quelques-unes, cependant, se rapportaient à des problèmes de discrimination : dans ces cas, les plaignants ont été invités à s'adresser à la Direction anti-discrimination de la Commission de la fonction publique.

Francophones	73	(54 %)
Anglophones	61	(46 %)
	134	(100 %)

TABLEAU 12. Plaintes déposées par des employés fédéraux (en tant qu'employés fédéraux), y compris ceux à l'emploi des sociétés de la Couronne et les militaires, et mettant en cause des institutions fédérales déterminées, 1973-1974 (21 mois)

Une première remarque s'impose : les institutions fédérales qui ont fait l'objet du plus grand nombre de plaintes pendant la période 1973-1974 ont, dans l'ensemble, des contacts fréquents avec le public : a) le ministère des Postes, qui compte environ 10 000 bureaux à travers le pays; b) la société Air Canada, le CN et le ministère des Transports, qui assurent leurs services à des millions de voyageurs; c) le ministère de la Main-d'œuvre et de l'Immigration et celui de la Défense nationale qui, en raison de l'importance de leur clientèle et de leur personnel, ont fait l'objet de nombreuses plaintes relatives à la langue de service et à la langue de travail; d) la Commission de la fonction publique, bien connue des milliers de fonctionnaires fédéraux, actuels et aspirants; e) la société Radio-Canada, qui n'est pas perçue avec euphorie par les minorités francophones; f) le ministère du Revenu national (Impôt), qui ajoute au trau- matisme de ses exigences fiscales celui de ne pas toujours servir les contribuables dans la langue officielle de leur choix.

La collaboration reçue de ces organismes par le bureau du Com- missaire au cours de l'instruction des plaintes a résulté en des certificats d'excellence ou de médiocrité, selon les évaluations qui apparaissent plus loin dans le présent rapport. Si l'on compare les deux périodes, il y a une certaine continuité dans le rang qu'occupent ces organismes au palmarès, à l'exception de trois : Air Canada est passée du quatrième au deuxième rang, parce que ses directives dans le domaine du bilin- guisme n'ont pas été suffisamment suivies; le ministère de la Main- d'œuvre et de l'Immigration a reculé d'un rang, en raison du dépôt en 1972-1973 de plus d'une centaine de plaintes concernant la création de postes bilingues à Winnipeg et à Edmonton; Radio-Canada a nette- ment amélioré son rang, dû au fait qu'avant le 1^{er} avril 1973, le Service avait ouvert quelque 200 dossiers sur des plaintes en provenance de groupes minoritaires francophones de la Saskatchewan et de l'Alberta, alors qu'en 1973-1974, un seul dossier a été ouvert pour 91 plaintes en provenance de Zenon Park (Saskatchewan).

TABLEAU 11. Institutions fédérales mises en cause par les plaintes

	1970-1973	1973-1974	Total
Archives publiques	3	5	8
Assurances (Département des)	3	0	3
Auditeur général	1	2	3
Banque du Canada	3	2	5
Bibliothèque nationale	4	4	8
Bureaux des ministres	1	0	1
Centre national des arts	4	11	15
Chemins de fer nationaux	87	90	177
Commissaire aux langues officielles	4	2	6
Commission canadienne des pensions	1	2	3
Commission canadienne des transports	3	2	5
Commission canadienne du blé	2	1	3
Commission d'assurance-chômage	29	37	66
Commission d'énergie du Nord canadien	2	0	2
Commission de la capitale nationale	12	30	42
Commission de la fonction publique	66	79	145
Commission de révision de l'impôt	1	0	1
Commission de surveillance du prix des produits alimentaires	0	1	1
Commission fédérale de délimitation des circonscriptions électorales pour l'Ontario	1	0	1
Communications	17	16	33
Compagnie des jeunes Canadiens	1	0	1
Conseil canadien de la consommation	0	1	1
Conseil de la radio-télévision canadienne	4	5	9
Conseil de recherches médicales	0	1	1
Conseil des sciences du Canada	1	2	3
Conseil des ports nationaux	4	1	5
Conseil du trésor	9	14	23
Conseil économique du Canada	1	1	2
Conseil national de recherches	11	14	25
Conseil privé	1	1	2
Consommation et Corporations	10	13	23
Constitution (Comité mixte sur la)	2	0	2
Construction de défense (1951), Ltée	0	3	3
Corporation de disposition des biens de la Couronne	0	2	2
Cour fédérale du Canada	2	1	3
Cour suprême du Canada	0	1	1
Défense nationale	68	75	143
Directeur général des élections	17	18	35
Energie atomique du Canada, Limitée	2	2	4
Energie, Mines et Ressources	10	15	25
Environnement	25	40	65
Expansion économique régionale	10	8	18
Finances	2	2	4
Gouverneur général	0	2	2
Industrie et Commerce	11	16	27
Information Canada	14	21	35
Justice	3	5	8
Main-d'œuvre et Immigration	160	93	253
Monnaie olympique - 1976	0	1	1
Monnaie royale canadienne	5	0	5

Plaintes mettant en cause des institutions fédérales déterminées, 1973-1974 (21 mois)

TABLEAU 9. Langue des plaignants

	Français	Anglais
	1 216	225
	(84 %)	(16 %)
	1 441	
	(100 %)	

Durant l'exercice financier 1972-1973, sur 834 plaintes mettant en cause des institutions fédérales déterminées, 607 avaient été déposées par des plaignants francophones et 227 par des plaignants anglophones. Le pourcentage des francophones est donc passé de 73 à 84, alors que celui des anglophones a baissé de 27 à 16. Notons que, pendant 1972-1973, le Service avait ouvert plus d'une centaine de dossiers au sujet de plaintes formulées par des fonctionnaires anglophones concernant la création par le ministère de la Main-d'œuvre et de l'Immigration de postes bilingues à Winnipeg et Edmonton. D'autre part, au cours de 1973-1974, un seul dossier a été ouvert pour 91 plaintes déposées par des francophones de la Saskatchewan et mettant en cause la société Radio-Canada.

TABLEAU 10. Nature des plaintes qui ont fait l'objet d'une instruction

	Langue de service	Langue de travail
	1 169	161
	(88 %)	(12 %)
	1 330*	
	(100 %)	

* Dans la plupart des cas, un préavis a été envoyé à l'institution mise en cause, aux termes de l'article 27 de la Loi. Un certain nombre de ces dossiers étaient encore à l'étude au 1er janvier 1975.

TABLEAU 11. Institutions fédérales mises en cause par les plaintes

	1970-1973 (36 mois)	1973-1974 (21 mois)	Total
Administration de la voie maritime du Saint-Laurent	0	3	3
Affaires des anciens combattants	8	10	18
Affaires extérieures	22	19	41
Affaires indiennes et du Nord	26	23	49
Affaires urbaines	1	2	3
Agence canadienne de développement international	5	7	12
Agriculture	15	14	29
Air Canada	109	117	226
Approvisionnements et Services	20	31	51

TABLEAU 7. Origine géographique des plaintes (cumulatives)

	1970-1973	1973-1974	Total
	(36 mois)	(21 mois)	%
	%	%	%
Terre-Neuve	3	6	9
Ile-du-Prince-Edouard	18	2	20
Nouvelle-Ecosse	33	31	64
Nouveau-Brunswick	94	72	166
Québec	463	450	913
Ontario	713	54,2	1611
Manitoba	227	31*	258
Saskatchewan	96	28*	124
Alberta	164	82*	246
Colombie-Britannique	41	44	85
Yukon et Territoires du Nord-Ouest	3	1	4
Autres pays	14	10	24
Afrique du Sud, Autriche,	0,1	0,9	0,7
Belgique, Chili, États-Unis,	0,2	0,1	0,1
France, Grande-Bretagne,	2,2	2,2	2,4
Pakistan, Sénégal	8,7	5,0	7,0

* Au cours de la seconde période, les plaintes en provenance des Prairies ont diminué sensiblement : plusieurs plaintes qui mettaient en cause le ministère de la Main-d'œuvre et de l'Immigration ainsi que la société Radio-Canada avaient été déposées au cours de la première période.

TABLEAU 8. Réception des plaintes (échelonnement dans le temps), 1973-1974

	1973	1974
	par mois	par mois
	Nombre de plaintes	Nombre de plaintes
Avril	88	88
Mai	113	201
Juin	86	287
Juillet	78	365
Août	76	441
Septembre	83	524
Octobre	83	607
Novembre	64	671
Décembre	44	715
Janvier	80	795
Février	71	866
Mars	108	974
Avril	98	1 072
Mai	87	1 159
Juin	66	1 225
Juillet	70	1 295
Août	45	1 340
Septembre	79	1 419
Octobre	92	1 511
Novembre	63	1 575
Décembre	80	1 655

le désir du Commissaire de faciliter la tâche du plaignant : celui-ci, sans avoir à écrire, peut soumettre son grief au cours d'un appel téléphonique, à frais vîrés, pendant les heures de travail dans les sept fuseaux horaires du pays. Dans certains cas, cependant, il y a risque que le plaignant omette de fournir tous les renseignements pertinents, de sorte que l'agent qui reçoit la plainte doit parfois communiquer de nouveau avec le plaignant pour obtenir des détails supplémentaires ou des documents à l'appui.

Les plaintes transmises par renvoi sont celles qui sont d'abord reçues par une autre instance fédérale (voire par une autorité provinciale) et qui sont ensuite portées à l'attention du Commissaire. Ajoutons que celui-ci accepte à l'occasion d'instruire des plaintes qui ont fait l'objet de lettres parues dans les journaux et mettant en cause des institutions fédérales.

Le nombre considérable de plaintes en provenance de l'Ontario s'explique, en particulier, par le fait que cette province comprend une partie importante de la région de la capitale nationale où sont situés la plupart des sièges des organismes fédéraux. La population de cette région, composée en partie de fonctionnaires, est plus sensibilisée aux problèmes inhérents au bilinguisme et par conséquent davantage portée à invoquer la Loi sur les langues officielles.

TABLEAU 6. Origine géographique des plaintes, 1973-1974 (21 mois)

	1 655	100,0
Terre-Neuve	6	0,3
Ile-du-Prince-Edouard	2	0,2
Nouvelle-Ecosse	31	1,9
Nouveau-Brunswick	72	4,4
Québec	450	27,2
Ontario	898	54,2
Manitoba	31	1,9
Saskatchewan	28*	1,7
Alberta	82	5,0
Colombie-Britannique	44	2,2
Yukon et Territoires du Nord-Ouest	1	0,1
Autres pays	10	0,9
(Afrique du Sud, Belgique, États-Unis, France)		

* Un des 28 dossiers contenait 91 plaintes de même nature déposées par différentes personnes.

prise privée : par exemple, Loi sur la langue officielle (Québec), problèmes d'étiquetage, élections, publicité, instruments de travail.

TABLEAU 4. Langue des plaignants

	1970-1973	1973-1974
	(36 mois)	(21 mois)
Français	1 394 (75 %)	1 376 (83 %)
Anglais	475 (25 %)	279 (17 %)
	1 869 (100 %)	1 655 (100 %)

Si l'on compare les deux périodes, le pourcentage des francophones qui se sont plaints s'est accru par rapport à celui des anglophones. On peut sans doute expliquer cette situation par le fait que la Loi sur les langues officielles a été adoptée dans le but de relever le statut du français dans une administration où l'anglais dominait. Plus de cinq ans après la mise en vigueur de la Loi, l'égalité de statut des deux langues officielles n'est pas encore un fait accompli, ce qui laisse subsister un certain pessimisme dans l'élément francophone. Une partie des plaintes des francophones ont été transmises par l'Association canadienne-française de l'Ontario ou déposées par des habitants de l'Ouest et des Provinces maritimes, que leur situation de minoritaires rend plus vigilants que d'autres Canadiens lorsqu'il s'agit de signaler des infractions à la Loi.

On constate que pendant la seconde période, le nombre de plaintes reçues par téléphone s'est accru sensiblement. Cette progression reflète

TABLEAU 5. Transmission des plaintes

	1970-1973	1973-1974
	(36 mois)	(21 mois)
Par lettre	1 413 (75,6)	1 201 (72,6)
Par téléphone	258 (13,8)	387 (23,4)
En personne	66 (3,6)	25 (1,5)
Par renvoi	76 (4,0)	22 (1,3)
Autres moyens (télégramme, journal, note, etc.)	56 (3,0)	20 (1,2)
	1 869 (100,0)	1 655 (100,0)

1. Ces demandes se rapportaient à des questions auxquelles les agents du Service pouvaient donner des réponses adéquates. En plus de ces dossiers plutôt complexes, le Service, tout comme le Secrétariat du Bureau, a fourni par téléphone des réponses à de nombreuses demandes de renseignements.

TABLEAU 3. Dossiers ouverts en 1973-1974 (21 mois)			
Plaintes mettant en cause des institutions fédérales	1 441	(87 %)	
Plaintes ne mettant pas en cause des institutions fédérales déterminées	214	(13 %)	
	1 655	(100 %)	

*Ce nombre comprend 114 des 116 dossiers demeurés ouverts au 1^{er} avril 1973.

TABLEAU 2. Nombre cumulé des dossiers			
Ouverts	3 524		
Fermés	3 151*		
A l'étude au 1 ^{er} janvier 1975	373		

Au cours des trois premières années d'opération, le Service des plaintes a reçu en moyenne 52 plaintes par mois, alors que pendant les 21 mois couverts par le présent rapport, cette moyenne est passée à 78. Selon la nature des plaintes, le temps consacré aux instructions est plus ou moins long. Un certain nombre de dossiers, particulièrement ceux qui touchent à la langue de travail, ont exigé un travail considérable. Cela explique en partie le fait que le nombre de dossiers à l'étude au 1^{er} janvier 1975 (371) était plus élevé qu'au 1^{er} avril 1973 (116). Un dossier est classé lorsque le Commissaire est satisfait de ce que les exigences de la Loi ont été respectées.

En plus des 1 655 dossiers de plaintes, le Service des plaintes a ouvert au cours des 21 mois quelque 80 dossiers comportant des demandes de renseignements.¹ Sans vouloir déposer des plaintes, les correspondants désiraient obtenir des informations sur des sujets variés. La plupart concernaient l'administration fédérale : cours et tests de langue, préséance accordée à l'une ou l'autre des langues officielles, prime au bilinguisme, statut des autres langues (article 38 de la Loi), interprétation de la Loi sur les langues officielles, rapport de celle-ci avec les directives du Conseil du trésor, problèmes de traduction, discrimination, conditions de travail des fonctionnaires, questions relatives à la langue de service ou à la langue de travail. Les autres cas, peu nombreux, se rapportaient aux provinces, aux municipalités ou à l'entre-

dans le cas d'employés fédéraux qui pourraient craindre des représailles de leur employeur.

b) Diverses catégories d'avocasseries

En principe, toute plainte dont l'objet concerne le statut du français ou de l'anglais dans une institution fédérale est recevable. Sous certaines réserves, la Loi impose des obligations aux institutions fédérales face à trois types de public : a) le public au sens large (article 9); b) les voyageurs (article 10); et c) les employés fédéraux qui, en tant que tels, peuvent invoquer les articles 2 et 39 (4). Dans la pratique, cependant, le Commissaire accepte toutes les plaintes qui lui sont soumises : celles qui ne sont pas reliées directement à son mandat sont instruites officiellement ou acheminées vers les autorités compétentes. En agissant ainsi, il veut aider à la promotion du bilinguisme dans les diverses sphères de la vie communautaire.

c) *Au besoin, envoyez-nous un pigeon voyageur*

Selon ses préférences, le plaignant peut déposer une plainte par lettre, par téléphone, par télégramme, par une visite au bureau du Commissaire ou par tout autre moyen qu'il juge approprié. Il importe cependant que le plaignant fournisse au Service des plaintes suffisamment de renseignements pour que l'instruction soit aussi complète que possible.

d) *Et pour les amateurs de statistiques . . .*

L'ensemble des plaintes

TABLEAU 1. Nombre de dossiers par période

	1970-1973*	1973-1974**
Ouverts	1 869	1 655***
Fermés	1 753	1 284
A l'étude à la fin de la période	116	371
	(36 mois)	(21 mois)
		1973-1974**
		(22 %)
		(78 %)

* Comprend les exercices financiers 1970-1971, 1971-1972, 1972-1973. Les détails par exercice financier se trouvent dans le troisième rapport annuel.
 ** Du 1^{er} avril 1973 au 31 décembre 1974.
 *** Un des 1 655 dossiers ouverts portait sur une plainte identique (Radio-Canada) déposée par 91 personnes différentes.

Jusqu'à présent, les plaintes de groupes ont été soumises surtout par des associations francophones qui militent dans les provinces en faveur de la promotion du français ou par des fonctionnaires insatisfaits des conditions de travail qui leur sont imposées sur le plan linguistique. Le plaignant n'est pas tenu de révéler son identité : il peut, sous le couvert de l'anonymat, demander au Commissaire d'instruire une plainte dont l'objet, à son avis, constitue une infraction à la Loi. Dans ce cas, l'agent de plaintes ne pourra obtenir de renseignements supplémentaires utiles à l'instruction et le Commissaire ne sera pas en mesure d'informer le plaignant du résultat de ses démarches. Même si le plaignant révèle son identité, le Service des plaintes ne peut la dévoiler à moins d'en avoir obtenu l'autorisation du plaignant. Toutes les précautions sont prises afin d'éviter que les plaignants ne subissent un préjudice quelconque : ceci est particulièrement important et vice-versa.

Par ailleurs, un anglophone peut faire grief au Commissaire de ce que la langue française n'est pas respectée dans un organisme fédéral, nécessaire d'être citoyen canadien ni même d'habiter le Canada. Il n'est pas le statut ou l'emploi sont en cause, soit qu'elles représentent ou non un groupe parlant cette langue (article 26 (2) de la Loi). Il n'est pas personnes, soit que ces personnes parlent ou non la langue officielle dont Peut déposer une plainte toute personne ou tout groupe de a) *Avez-vous sujet de mécontentement ?*

Le rôle essentiel du Service des plaintes est d'instruire les plaintes contenait des renseignements sur les méthodes suivies au cours des instructions. Pour la gouverne de ceux qui voudraient adhérer à la joyeuse confrérie des plaignants, voici quelques données utiles.

2. *L'Ombudsman, bien que « protecteur du citoyen », n'est guère un flic*

Objet	Date de commencement	Date d'achèvement
Société Radio-Canada	12 / 7/74	14 / 8/74
Ministère de l'Agriculture	14 / 8/74	14 / 8/74
Ministère de l'Industrie et du Commerce	14 / 8/74	1 / 11 / 74
Agence canadienne de développement international		

TABLEAU I. Etudes spéciales menées par le Bureau.

Objet	Date de commencement	Date d'achèvement
Ministère des Affaires indiennes et du Nord canadien (Parcs nationaux et lieux historiques)	21 / 5 / 71	1971-1972
Société centrale d'hypothèques et de logement	26 / 6 / 71	1971-1972
Air Canada (Londres et Paris)	9 / 8 / 71	1971-1972
Société du crédit agricole	21 / 9 / 71	1971-1972
Air Canada	19 / 12 / 71	1971-1972
Ministère de l'Environnement (Service de l'environnement atmosphérique)	12 / 1 / 71	1971-1972
Ministère du Revenu national (Douanes et Accises)	17 / 12 / 71	1972-1973
Statistique Canada (Recensement 76)	27 / 3 / 72	1972-1973
Bureau du directeur général des élections	21 / 4 / 72	1972-1973
Ministères des Affaires indiennes et du Nord (Canaux)	15 / 5 / 72	1972-1973
Ministère du Revenu national	12 / 6 / 72	1972-1973
Ministère des Postes	12 / 6 / 72	1972-1973
Commission d'assurance-chômage	12 / 6 / 72	1972-1973
Ministère de l'Agriculture	12 / 6 / 72	1972-1973
Ministère de l'Environnement	12 / 6 / 72	1972-1973
Bien-être social	12 / 6 / 72	1972-1973
Ministère de la Main d'œuvre et de l'Immigration	13 / 6 / 73	1972-1973
Air Canada	13 / 6 / 73	1972-1973
Chemins de fer nationaux du Canada	13 / 6 / 73	1972-1973
Secrétariat d'Etat (Bureau des traductions)	19 / 6 / 72	1972-1973
Ministère du Revenu national (Impôt)	28 / 6 / 72	1972-1973
Ministère de la Santé nationale et du Bien-être social (élément Bien-être)	25 / 10 / 72	1972-1973
Ministère des Postes	27 / 10 / 72	1972-1973
Bibliothèque nationale	23 / 11 / 72	1972-1973
Centre national des arts	6 / 12 / 72	1972-1973
Secrétariat du Conseil du trésor	26 / 1 / 73	1972-1973
Commission d'assurance-chômage	11 / 12 / 73	1973
Commission de la fonction publique	7 / 3 / 73	1974
Ministère des Travaux publics	24 / 8 / 73	1974
Ministère des Transports	27 / 9 / 73	1974
Commission canadienne des transports	2 / 11 / 73	1974
Gendarmerie royale du Canada	26 / 11 / 73	1974
Ministère de la Santé nationale et du Bien-être social (élément Santé)	7 / 2 / 74	1974
Office national de l'énergie	21 / 2 / 74	1974
Administration de la voie maritime du Saint-Laurent	2 / 5 / 74	
Ministère de la Consommation et des Corporations	13 / 6 / 74	
Utilisation de la langue seconde (phase préparatoire)	11 / 7 / 74	

Commissaire à 24 administrations fédérales. Les échanges de correspondance, voyages d'information et réunions à divers échelons que cela impliquait ont permis au Service de suivre l'évolution de la situation et, partant, au Commissaire de tâter les derniers crus de sa vendange dans la vigne du . . . Bilinguisme.

Les évaluations les plus récentes présentées dans les pages qui suivent reflètent les grandes opérations de suivi, celles auxquelles nous venons de faire allusion notamment. Voici donc, livrée aux regards scrutateurs des lecteurs auxquels en imposent les tableaux synoptiques, même un tantinet soporifiques, la liste récapitulative des études entreprises entre le 1^{er} avril 1970 et le 31 décembre 1974.

TABLEAU I. Études spéciales menées par le Bureau.

Objet	Date de commencement	Date d'achèvement
Bureaux des ministres (réponses au téléphone)	21/9/70	1970-1971
Air Canada (Ottawa)	9/10/70	1970-1971
Ministère des Transports (Ottawa)	13/10/70	1970-1971
Ministère des Transports (Toronto)	18/12/70	1970-1971
Musées nationaux du Canada	4/2/71	1970-1971
Commission de la capitale nationale	5/2/71	1970-1971
Gendarmerie royale du Canada	9/2/71	1971-1972
Statistique Canada	17/2/71	1971-1972
Ministère de la Défense nationale (Base d'Uplands)	18/2/71	1971/1972
Ministère des Travaux publics (Ottawa)	8/3/71	1971-1972
Ministère de la Main-d'œuvre et de l'Immigration (Montréal)	15/3/71	1971-1972
Ministère des Travaux publics (Winnipeg)	22/4/71	1971-1972
Ministère de la Main-d'œuvre et de l'Immigration (Winnipeg)	22/4/71	1971-1972
Eldorado nucléaire, limitée	27/4/71	1971/1972
Société centrale d'hypothèques et de logement	27/4/71	1971-1972
Energie atomique du Canada limitée	27/4/71	1971-1972
Ministère des Communications	27/4/71	1971-1972
Conseil national de recherches	27/4/71	1971-1972
Ministère de l'Agriculture	27/4/71	1971-1972
Société Radio-Canada	27/4/71	1971-1972
Ministère de l'Énergie, des Mines et des Ressources	27/4/71	1971-1972
Ministère de la Main-d'œuvre et de l'Immigration (Ottawa-Hull)	2/5/71	1971-1972
Ministère des Affaires extérieures	12/5/71	1971-1972
Ministère de l'Industrie et du Commerce	12/5/71	1971-1972
Ministère de la Main-d'œuvre et de l'Immigration	12/5/71	1971-1972

Si c'est probablement le comble de l'autosatisfaction que de vanter sa propre moisson, c'est en revanche une tâche fort délicate que d'évaluer la récolte d'autrui, quand bien même celui-ci n'aurait fait que cultiver ce qu'il n'a ni semé ni planté. Cela n'a pas empêché le Service des études spéciales de consacrer ces derniers mois, pour des raisons de logique et de crédibilité, une bonne partie de son énergie à ce harcèlement diffus, difficiles, parfois, et toujours difficile, que suppose l'inventaire des suites concrètes données aux 42 études, et plus précisément aux quelque 650 recommandations adressées jusqu'ici par le

(1) *Moissons*

Outre la place de choix qu'il accorde à la question de la langue de travail dans le cadre de ses études habituelles, le Service effectuera en 1975, à la demande du Commissaire, une enquête visant à établir l'usage réel que les diplômés des écoles de langue du gouvernement font des connaissances qu'ils y ont acquises. C'est seulement dans notre prochain rapport annuel que nous en publierons les résultats, qui, croyons-nous, ne laisseront pas d'intéresser le législatif, l'exécutif et le public. Les travaux préliminaires sur ce sujet fascinant pour tout un chacun sont d'ailleurs en bonne voie.

(2) *Sait-il au moins jurer en français, le patron ?*

Pour bon nombre de ses acteurs et spectateurs, c'est précisément la qu'apparat le nœud de la pièce linguistique, quand il s'agit de reconnaître dans les quelque 180 institutions fédérales l'égalité de statut que la Loi reconnaît aux deux langues officielles. Nous donnons ci-dessous les résultats de la première et modeste expérience que nous avons tentée pour débrouiller un tant soit peu l'écheveau de cette situation. Contentons-nous, ici, de noter combien cette rapide incursion s'est avérée instructive en nous révélant quel défi pose à l'imagination, à l'ingéniosité et à la bonne volonté des fonctionnaires fédéraux l'insitution d'un dialogue fonctionnel en deux langues dont la noblesse oblige . . . à bien des égards.

internes. Pour le Service des études spéciales, c'est une orientation relativement récente qui, à une exception près, a conféré une dimension nouvelle à toutes les analyses mises en chantier au cours de ces vingt et un mois. Ce n'est, tout bien considéré, que l'autre visage du Janus linguistique, celui qui fait pendant à la « langue de service » et qui symbolise, dans le Panthéon de la caste de moins en moins fermée des initiés au culte du bilinguisme, la question de la langue de travail.

Le lecteur aura peut-être noté, dans ce rapide survol des nouvelles études, la fréquence des allusions à la langue des communications

h) *Langue de travail* : « Croyez-vous vraiment que le petit pige le français ? »

Le Service des études spéciales a su aussi, parfois, s'élever au-dessus des considérations étroitement nationales. C'est ainsi qu'il a entrepris une étude de l'Agence canadienne de développement international, en quelque sorte la main que le Canada tend au tiers-monde, et nous relaterons dans le cinquième rapport, à l'intention des plus patients de nos lecteurs impénitents, les efforts que déploie cet organisme pour promouvoir l'utilisation de nos deux langues officielles aussi bien dans les services qu'il dispense à travers le monde que dans son fonctionnement interne, au Canada et à l'étranger.

g) *Si tous les gars du monde...*

Les ministères de l'Agriculture et de l'Industrie et du Commerce sont amenés à traiter tant de questions vitales pour les Canadiens que nous avons jugé bon d'examiner les moyens qu'ils se sont donnés pour assurer le bilinguisme, tant dans les services au public que dans les communications internes au sein d'un personnel nombreux et hautement spécialisé. Signalons à ce propos que l'étude du ministère de l'Industrie et du Commerce, qui doit s'achever en 1975, viendra en un sens compléter l'enquête menée pendant l'exercice 1971-1972, qui portait sur l'application de la Loi par le ministère dans ses activités à l'étranger.

f) *L'intendance*

Tout comme celle de secrétariat du Conseil du trésor (cruellement disséqué dans le condensé que contient le troisième rapport annuel), l'étude de la Commission de la fonction publique est en partie motivée par la plainte que le rédacteur en chef du *Devoir* adressait au Commissaire le 18 octobre 1972. C'est pour cette raison que nous l'avons axée plus précisément sur le rôle moteur joué par la CFP, cet agent d'initiatives centrales visant à concrétiser l'esprit et la lettre de la Loi ainsi que l'intention du législateur en matière de dotation en personnel, de perfectionnement, de formation linguistique et dans les autres domaines où œuvre la CFP, seule ou en collaboration avec le Conseil du trésor et les organismes clients.

e) *L'autre fille de Ryan*

Mais la primauté de droit et l'étendue de l'aire géographique sillonée par cette importante espèce canadienne ne réduisait en rien la nécessité d'étudier d'autres types de services. Le rayonnement, sur le plan humain, des deux éléments Bien-être (cf. troisième rapport) et Santé, qui constituent le vaste appareil ministériel de la Santé nationale et du Bien-être social, se passe de commentaires. Et de la même manière est-il bien la peine, en pleine poussée « consumériste », d'insister sur l'audience potentielle du ministère de la Consommation et des Corporations ? Du simple fait qu'elles servent, secourent ou satisfont en leur principe même des cohortes de Canadiens qui leur en savent gré, il nous a semblé que ces institutions justifiaient un traitement prioritaire.

c) *Quis custodes custodiet ?*

La réflexion sur le travail d'autrui, pour ingrate qu'elle puisse être, n'en demeure pas moins nécessaire. En effet, le rôle réglementaire joué par la Commission canadienne des transports et l'Office national de l'énergie s'avère capital dans ce continent qu'est notre pays, où la politique nationale dépend dans une large mesure des grandes orientations faites en matière de transports et de ressources naturelles. C'est donc en raison de l'influence profonde qu'exercent ces organismes (l'un des cinq critères retenus dans nos rapports antérieurs) que nous avons décidé de les soumettre à un examen. L'exercice devait nous permettre, en sus, d'élargir notre connaissance des menus plaisirs et minuites que ménagent les administrations dans leurs tentatives pour se conformer à la Loi, ou ingénieusement la contourner.

d) *Et tout le reste est littérature*

D'aucuns — et ils sont nombreux — voient en Radio-Canada l'un des piliers de l'« unité » canadienne. De fait, quand ils ne cèdent pas aux propositions alléchantes de ses rivales d'outre-frontière et du secteur privé, les Canadiens consacrent une bonne partie de leurs loisirs à l'écoute de cet organisme. En l'occurrence, ce qui intéresse le plus le Commissaire et ses collaborateurs, c'est le bilinguisme parallèle pratiqué par la Société et qui s'incarne dans deux réseaux à la fois autonome et subtilement imbriqués. L'étude qui vient de s'ouvrir devrait permettre de juger avec quel succès Radio-Canada applique la Loi dans sa structure spéciale, compte tenu en particulier de la forte hausse que connaît la demande de services en français.

LES HORREURS DE LA GUERRE : NUIT ET BROUILLARD SUR L'AVANCE DU GLACIER

Chapitre II

Il nous faut maintenant redescendre non de l'Olympe, mais bien plutôt du grotesque au sublime, et nous risquer dans les pages qui vont suivre à distribuer publiquement — tâche ô combien ingrate — louanges et blâmes (agréablement à l'occasion d'un jugement de Normand) au rythme des progrès réalisés dans la mise en œuvre de la Loi sur les langues officielles. Poussant, pour la deuxième année consécutive, jusqu'aux confins de la raison et de la science sa quête de justice dans l'évaluation des performances linguistiques de 34 ministères et organismes et la présentation de quelques détails sur 35 autres, ce chapitre « technique » s'efforce de consigner certaines informations pratiques dont le lecteur pourra user au gré de sa curiosité.

A une section relativement concise rappelant l'art et la manière avec lesquels le Bureau, dans l'espoir d'asseoir sa crédibilité et celle de la Loi, s'organise pour . . . désorganiser la chienne, succédera un Mini-Guide Michelin de la réforme linguistique pour gastronome pressé, si ce n'est préoccuppé. C'est là que, par petites gorgées, nos échansons et chevaliers du taste-vin portent aux nues ou vouent aux gémonies la plupart des grands crus produits sur les principaux terroirs du changement linguistique. Après quoi en guise de digestif musical, on pourra savourer quelques récits riches en détails plausibles, condensant, avec plus de sobriété que l'an passé les faits et matériaux recueillis sur chacune de ces institutions clés et précédés d'une appréciation artistique-quintessenciée, spécialement imprimée en italiques pour le lecteur encore désinvolte. Enfin, les connaisseurs pourront se mettre sous la dent quelques morceaux apprêtés sur 35 autres organismes au sujet desquels les témoignages (plaintes, contacts directs, études spéciales, etc.) restent si fragmentaires qu'ils ne sauraient permettre une évaluation raisonnable.

Trêve de préambules : la parole est maintenant aux fondés de pouvoir du Parlement.

du bilinguisme, reprendraient de bon cœur le chemin de l'école, s'ils ne trébuchaient constamment sur le manque d'espèces sonnantes. Ne serait-ce d'ailleurs que pour améliorer tant le climat général que la force de ce d'appui, le gouvernement se doit de penser un peu à aider plus qu'une génération, le gouvernement se doit de penser un peu à aider plus qu'une poignée d'assujettis (au cens fédéral, va sans dire) à se surpasser au service de la Reine, de la patrie et de « la gang » B.B.

Enfin, une dernière suggestion, de nature à resserrer encore plus étroitement, si faire se peut, les liens de solidarité tissés entre le Secrétaire d'Etat et le ministre des Finances. Pour soulager même les plus sollicités de la gent contribuable, nous exhortons en effet le Secrétaire d'Etat (chargé précisément de porter aux Canadiens la bonne nouvelle du Bilinguisme) à lancer une vaste campagne publicitaire sur le thème de l'exonération, fort intéressante, dont peut se prévaloir tout contribuable à l'égard des dépenses engagées (au-delà de 25 dollars), entre autres pour des cours de langue seconde suivis à temps plein ou partiel dans un établissement agréé par le ministère de la Main-d'œuvre et de l'Immigration. Car nombreux sont les Canadiens moyens qui envient la générosité des avantages linguistiques consentis aux fonctionnaires fédéraux afin que ceux-ci parviennent, aux frais de l'Etat et pendant leur journée normale de labeur, à subjuguer le subjonctif et à s'imprimer, par l'image et le son, de la couleur locale de l'autre idiome; et il conviendrait assurément de les encourager dans la même voie en leur offrant, au moins partiellement, les mêmes facilités. Certes d'aucuns feront valoir qu'il ne saurait y avoir d'exemption fiscale pour certains sans élévation proportionnelle de l'impôt pour les autres. Il faut pourtant reconnaître, si l'on se risque à deviner l'intention du Parlement, que la création d'un climat linguistique sain et propice constitue l'un des grands impératifs nationaux. Et en quel honneur ceux-ci, surtout quand ils coïncident avec les intérêts personnels, devraient-ils rester un secret d'Etat, connu de la seule clique des fiscalistes, mais non du public appelé à y souscrire ?

D'ailleurs, tout espoir ne nous est pas interdit, puisque nos bons (ou mauvais) anges de l'imposition ont compris qu'à l'instar de la pierre philosophale, la philosophie, même en linguistique, peut transmuter à la longue les cailloux en bijoux. On objectera, le vieil Hugo à l'appui, que nous serons alors en train de manger les pissenlits par la racine. Soit. Mais avouons que ce doit être un puissant réconfort pour l'âme en partance que de pouvoir saluer son Souverain juge dans la langue officielle de son choix.

tenir les enfants à l'écart les uns des autres, et organiser des échanges de classes entières pendant tout un trimestre entre établissements de la même province. Les obstacles juridiques ou administratifs (équivalences, compétences professionnelles, etc.) sur lesquels achoppent les courants interprovinciaux étant ainsi éliminés, les commissions scolaires pourraient s'entendre pour accueillir pendant trois ou quatre mois les enfants d'écoles voisines ou peu éloignées dans des établissements de l'autre langue. Loïn de couler, les écoliers n'y seraient certes pas tout de suite dans leur élément, mais auraient au moins l'occasion d'apprendre à cotoyer ces exotiques « maudits Anglais » ou « Frenchies » qui, bien souvent, vivent à quelques lieues, sinon à deux pas. Le financement ne devrait pas poser de problème : le logement serait fourni par les parents de l'« autre » groupe, les commissions scolaires continuant de rémunérer leurs propres enseignants et les frais de déplacement pourvant, on l'espère, être imputés au Secréariat d'Etat et au Trésor provincial au titre des « projets spéciaux » vraiment peu onéreux. Il faudra, sans doute, mettre un soin particulier à conjurer ou, le cas échéant, affronter les inévitables périls psychologiques et pédagogiques, mais sans perdre de vue que, en matière d'éducation et de langue comme pour le reste, chérir ne signifie pas pourrir. Tout compte fait, l'enjeu principal de ce choc de cultures — choc du futur — c'est tout bonnement la chance que nos enfants atteignent à un canadianisme . . . de meilleur aloi, et surtout plus éclairé.

Quant aux contribuables moins heureux, ceux d'aujourd'hui, qui, nonobstant leurs 30, 40, 50, voire 60 ans et plus, souhaitent encore goûter aux joies du grand « Bizness » bilingue où s'engouffrent leurs deniers, Ottawa pourrait bien, dans un pur élan de justice et de raison, leur faire deux ou trois « fleurs ». D'abord, il faudrait, à grand renfort de publicité, tirer de la quasi-clandestinité où on le confine à l'heure actuelle le fameux programme des « projets spéciaux », dont l'éclectique élasticité semble ne pas connaître plus de limites que celle d'autres programmes sociaux méritoirement écornifieurs, car il n'est pas jusqu'aux plus savants siphonneurs de fonds fédéraux qui n'en ignorent l'existence. En second lieu, le gouvernement pourrait chaque année offrir à ces adultes qui, coincés entre deux âges, ne se casent dans aucun programme établi, parce que trop jeunes ou trop vieux pour susciter la pitié et, partant, les largesses fédérales, un petit millier de bourses qui leur permettraient, ne serait-ce que pour la prise de contact, d'étudier pendant deux à six mois, et avec certificat à la clef, la seconde langue officielle. C'est là un besoin aussi réel que réaliste, puisque aussi bien le Commissaire, plutôt impuissant quand il s'agit de pénétrer l'Ad-ministration d'ardeur pour certaines idées, reçoit pourtant une bonne partie de son courrier le plus attristant de correspondants d'un certain âge (voire d'âge certain, car ils ont entre 25 et 75 ans) qui, à l'appel

3. *Suggestions gratuites pour un bilinguisme moins budgétivore*

À une époque où les tensions inflationnistes laminent au même rythme le moral et le revenu de M. Tout-le-Monde, il conviendrait de songer à réduire la note du bilinguisme tout autant que celle du pain, et ce dans l'intérêt aussi bien des enfants à l'école que de leurs pauvres parents qui voient fondre leur pécule comme neige au soleil.

Pour l'heureux contribuable en herbe, dont les journées sont encore tout entières consacrées à l'étude, il y aurait peut-être bien matière à creuser dans les suggestions, à vrai dire presque des lapalissades, que nous allons formuler, étant entendu qu'il importe, parallèlement, de quintupler, décupler même, les programmes d'échange de professeurs et d'élèves ayant d'ores et déjà fait leur preuve, en premier lieu celui des moniteurs de langue seconde. Il faudrait pour bien faire qu'avec la bénédiction des syndicats d'enseignants et des ministères de l'Éducation, les commissions scolaires pussent, en puisant généreusement dans le réservoir naturel des ressources qu'offre l'autre culture canadienne, tirer parti des talents innés des locuteurs de l'autre langue, qu'elles engageraient à titre d'auxiliaires intermédiaires. Aussi à l'aise et férès en leur matière, consubstantielle à leur vie même, que des poissons dans l'eau, ces assistants linguistiques lui insufflent — certaines provinces l'ont déjà constaté — une crédibilité et un dynamisme que des professeurs enseignant une langue acquise sont très rarement en mesure de lui conférer. Si, à l'issue d'un stage estival de formation pédagogique, il était délivré un certificat provisoire d'enseignement aux diplômés de l'université qui s'engageraient à parachever leur « qualification » en deux ou trois ans par des cours suivis le soir ou pendant les vacances, il est probable que, d'ici un an ou deux, le Canada parviendrait à éponger, dans le secteur des langues secondes, une bonne partie de son actuel déficit en professeurs compétents (ce qui n'est pas nécessairement la même chose que « qualifiés »).

Notre seconde suggestion, c'est que l'on s'emploie un peu plus systématiquement à relever le rideau soigneusement tiré entre les petits Canadiens des deux groupes, afin que leur soit révélée la connaissance de leurs compatriotes de l'autre langue, lesquels non seulement existent mais encore valent la peine d'être fréquentés, surtout dans leur propre parler. Les actuels échanges d'enfants entre les deux communautés pendant le week-end ou les petites vacances déboucheraient alors sur un véritable jumelage de classes entières pendant un trimestre complet. Dans la plupart des provinces (Ontario, Québec, Nouveau-Brunswick et Manitoba notamment), les commissions scolaires peuvent, pour peu qu'elles y mettent un brin de jugeote et une étincelle — ce n'est pas trop demander — d'imagination, écarter les vénérables prétextes d'ordre religieux, linguistique, constitutionnel et autres mis en avant pour mieux

Pour soustraire des subsides à Ottawa au nom de la réforme linguistique, il est une troisième manière, mal connue, qui consiste à exploiter la charmante invention des « projets spéciaux ». Visant à prendre la bureaucratie à contre-pied pour boucher les trous laissés béants par celle-ci, ces projets spéciaux, que finance le Secrétariat d'État, sont en prise directe sur les réalités et besoins régionaux dont ils se veulent l'expression locale. Reniant en quelque sorte ses origines administratives, la formule est indubitablement souple, puisqu'il suffit à tout groupe de citoyens désirant améliorer leur connaissance de l'autre langue officielle, mais habitant une région où l'infrastructure de l'éducation permanente ne s'y prête pas, de gagner les autorités provinciales à leur cause pour décrocher une contribution fédérale équivalant à 50 % de leur budget. En clair, trois conditions doivent être réunies : le projet est novateur, a l'appui financier de la province et tient compte des dépenses supplémentaires à engager pour le mettre sur rails. Une véritable aubaine, quoi, dont l'avantage de Canadiens devraient chercher à profiter, l'expérience ayant prouvé que n'importe quelle idée sensée, ou presque, parvient à capter les capitaux de la capitale.

Parlant de projets spéciaux, il en est un, remarquable, que paraîtraient conjointement les gouvernements fédéral et ontarien, et qui depuis trois ans dépasse précédents et préjugés pour battre tous les records d'enthousiasme sur le terrain des commissions scolaires de la région d'Ottawa. Bénéficiant d'un appoint fédéral d'environ 4 millions de dollars étalés sur deux ans, de l'aval provincial et de la coopération « antimythique » des quatre commissions scolaires publiques et « séparées », ce programme donnera cette année à 25 000 enfants une chance sérieuse d'atteindre au bilinguisme. Amorcée il y a moins de trois ans, cette superbe manœuvre de subversion constructive de la constitution canadienne, par immersion totale ou partielle et élargissement du « vecteur » d'enseignement (porté au minimum absolu, et si souvent platonique, de vingt minutes par élève et par jour), continue à porter le flambeau de la foi en jetant l'une des rares lueurs de sérénité dans le ciel quelque peu troublé d'un fief fédéral en proie aux maléices et à la tourmente du bilinguisme. Appuyé par le « oui » franc et massif, que dis-je, plébiscité par des parents, fonctionnaires et autres, qui croient tout autant aux vertus des lettres et des chiffres qu'à la valeur prémonitoire de certains signes, ce programme phare devrait déboucher d'ici deux ou trois ans sur un modèle de bilinguisme individuel, raisonnable et réalisable à l'échelle du Canada tout entier. Le délicieux parfum de bon sens qui imprègne cette expérience semble noyer les effluves moins capiteux que, dans ses inévitables déboires, elle ne peut manquer d'exhaler : n'est-ce donc pas là assez pour attirer les commissions scolaires des quatre coins du pays comme autant de renards par l'odeur alléchés ?

une formule avalisée par les provinces, ce levain financier a engendré trois grandes catégories de réformes intéressantes, dont le remarquable programme intensif mis en œuvre par certaines commissions scolaires de la région d'Ottawa.

De toutes les formes d'assistance fédérale, la mièux connue est sans conteste la bourse d'études. Les professeurs de langue seconde désireux de parfaire leurs connaissances (ils étaient près de 2 800 en 1974) peuvent, par exemple, solliciter une aide de 300 dollars en sus du remboursement de leurs frais de déplacement (jusqu'à concurrence de 300 dollars également). Étudiants et nouveaux diplômés des universités ont, quant à eux, le choix entre trois programmes : une bourse d'études post-secondaires d'un montant de 2 000 dollars s'ils font leurs études en langue seconde (quelque 600 personnes en ont bénéficié en 1974), une allocation de 600 dollars environ s'ils consacrent leurs vacances à l'étude de la seconde langue officielle (4 200 demandes ont été agréées en 1974-1975), ou enfin une indemnité de 3 000 dollars s'ils deviennent moniteurs de langue seconde. Il s'agit de ces « coopérants linguistiques » qui sont « parachutés » dans des établissements primaires et secondaires, voire universitaires, pour y introduire, sous l'autorité d'un professeur en titre, certes « qualifié » mais ne possédant pas toujours parfaitement la seconde langue, le réalisme et la spontanéité dont seuls sont capables des gens s'exprimant dans leur propre idiome. Ainsi, en 1975-1976, jusqu'à 400 moniteurs pouront participer à la troisième édition de ce programme expérimental, vanté depuis trois ans dans nos précédents rapports au Parlement comme un remède quasi universel. Maintenant qu'il a été suffisamment rodé aux plans politique et pédagogique, rien n'empêche Ottawa, il faut bien le dire, de songer à porter le nombre des postes offerts annuellement à un niveau (mettons 2 000) susceptible d'ouvrir l'esprit des jeunes et de provoquer le courant d'enthousiasme sans lequel rien de vraiment bénéfique pour le pays ne saurait arriver. Lorsqu'il est question d'apprendre l'autre langue au contact de ceux qui la parlent, l'éloignement ne vaut rien, car loin d'enjoliver le paysage, il tend plutôt à l'affadir. La prodigalité fédérale revêt une deuxième forme, au profit celle-là des fonctionnaires, d'où qu'ils viennent. Le gouvernement, en effet, ne lésine pas sur les établissements à l'usage de son propre personnel, mais en outre il invite chaque année deux cents employés des provinces, municipalités et commissions scolaires à les fréquenter pour y suivre des cours (de français dans l'écrasante majorité des cas, faut-il le préciser). Et ce n'est pas tout, puisque chaque province peut, à condition d'investir une somme équivalente dans les programmes de langue seconde qu'elle offre à ces divers fonctionnaires, siphonner les « Phynances » fédérales jusqu'à un plafond annuel de 100 000 dollars.

dans la course effrénée aux subventions « par tête », se sont empressés d'alléger leurs conditions d'entrée de toute allusion à la seconde langue officielle. Et alors que les contribuables de parents s'imaginent que ces « unités de rentrée universitaire », qui, la licence poétique aidant, désignent leurs enfants, sortent de l'alma mater nantis d'une vaste culture et d'une formation adaptée au monde d'aujourd'hui, sinon à celui de demain, les bureaucrates de la Connaissance, plus enclins à compter les têtes qu'à les emplir, estampent allègrement les étudiants sur les deux tableaux. Il faudrait au minimum — on rougit presque d'avoir à le signaler — que l'admission à l'enseignement supérieur implique obligatoirement quelque fugitive notion de l'autre langue officielle.

Enfin, il est un troisième facteur qui amplifie tout à la fois les effets de l'« optionnité » secondaire et de l'opportunisme universitaire; c'est l'incurable et tragique sclérose de la pédagogie des langues secondes dans les écoles. Certains des palliatifs que nous allons proposer vont ranimer la vieille hérésie, cette conviction maintes fois clarionnée que le français et l'anglais ne sont pas des matières mortes mais des langues au contraire bien vivantes. Les réformes suggérées n'en resteront pas moins, et seulement, des palliatifs tant que les gouvernements fédéral et provinciaux n'auront pas transcendé leurs stériles querelles de souveraineté et de philosophie budgétaire pour enfin faire cause commune et inscrire dans la réalité quotidienne de l'escholier canadien les plus probantes des tentatives de résurrection de l'enseignement des langues secondes.

2. *Ottawa et les provinces : enfin des relations satisfaisantes, au grand jour, entre adultes consentants*

C'est à l'acte II, pardon, dans son Livre II (1968) relatif à l'éducation, que la Commission royale d'enquête sur le bilinguisme et le biculturalisme, cette pièce qui a tenu l'affiche plusieurs saisons dans les salles de province (avant de connaître la consécration sur la scène fédérale outaouaise), offre quelques-unes de ses vues les plus perspicaces. Et depuis 1970, au nom d'un bilinguisme meilleur, Ottawa amorce la pompe provinciale en lui injectant directement crédits et idées par le canal de son Secrétariat d'État.

Au centre des mesures budgétaires enclenchées par les douze recommandations que la Commission BB adressait alors au gouvernement fédéral figurait l'octroi aux provinces de 300 millions (au titre de la participation fédérale). Prévu à l'origine pour quatre ans, ce programme a été reconduit pour cinq ans (à raison de 80 millions par an) après qu'un rapport interprovincial déposé en mai 1973 eut montré que le bon grain fédéral n'était pas en vain semé à tous vents. Dispensé selon

Pourtant, il ressort à l'évidence du tableau 1 que les écoles primaires

ont commencé d'appliquer dans leurs programmes et leur méthodologie les découvertes de Wilder Penfield, neurochirurgien montréalais qui, il y a belle lurette, démontrait scientifiquement que les très jeunes ont plus de facilité que l'adulte ou même l'adolescent à apprendre une seconde langue. Théorie que n'ont fait, du reste, que confirmer les expériences d'envergure tentées en maints endroits du Canada, notamment à Montréal et, nous y reviendrons dans un instant, à Ottawa.¹ Or, malgré cela, le rythme d'accroissement des inscriptions aux cours de langues secondes dans les écoles élémentaires se situe toujours bien au-dessous de ce qu'exige une réforme en profondeur à l'échelle du pays; la tendance est encourageante, mais on ne peut guère parler de révolution devant une progression de 20 % en cinq ans, d'autant que le pourcentage du temps hebdomadaire (en minutes bien sûr) consacré à l'enseignement de la langue seconde reste désespérément stable.

Bien pis, à l'inverse du primaire, le secondaire accuse même un fléchissement en ce domaine (cf. tableau 2). Depuis 1970 également, les établissements secondaires canadiens, sans parler des ministères de l'Éducation, ont laissé chuter de près de 21 % le taux de fréquentation des cours de français, déperdition d'autant plus consternante qu'elle contraste avec la hausse marquée qu'a connue, pendant la période considérée, la demande de personnel bilingue des secteurs public et privé. Le tableau n'est guère plus réjouissant en ce qui concerne la durée hebdomadaire (en minutes toujours), qui suit de très près la même courbe de stagnation que dans l'élémentaire. Cette évolution, dont il ne faut pas être sorcier pour déceler les causes, s'explique en premier lieu par l'« optionnité » galopante qui sévit dans les ministères de l'Éducation : ainsi, presque partout, on laisse des enfants de treize ans se gaver, jusqu'à s'en étouffer, de petits cours à la carte qui en font, à 18 ans, des ignares non seulement en ce qui touche à l'histoire de leur pays et à leur seconde langue officielle, mais aussi bien en leur propre langue. Propos « réac » ? Alors, c'est peut-être qu'il est grand temps d'envisager une mini-contre-révolution.

La deuxième raison de la baisse des inscriptions aux cours de seconde langue dans les écoles secondaires, c'est l'attitude empreinte de courardise et aux antipodes de l'humanisme dans lequel se complaisent la plupart des universités canadiennes. Bien trop nombreux sont en effet les établissements d'enseignement supérieur qui, pour mieux se classer

1. C'est avec un infini chagrin que nous apprenons au moment de mettre sous presse la conclusion d'une étude fort sérieuse, menée par la *National Foundation for Educational Research in England and Wales*, qui semble venir infirmer toute l'argumentation ci-dessus. Selon les auteurs du rapport, la réussite dans l'apprentissage d'une langue serait en effet avant tout fonction du temps qui y est consacré et non de l'âge auquel ces études sont entamées. Nous nous efforcerons de résoudre cette contradiction des plus fâcheuses dans notre prochain rapport annuel.

TABLEAU 2. Effectifs pour la langue minoritaire* comme langue seconde au niveau secondaire, 1970-1971 et 1974-1975.

Langue minoritaire comme langue seconde	Inscriptions	% **		consacré à la langue seconde
		% de la durée de l'enseignement		
Terre-Neuve	63 000	32 902	52,2	10,7
1974-1975	59 318	37 895	63,9	9,8
1970-1971	14 160	8 958	64,7	10,8
Ile-du-Prince-Édouard	13 305	10 794	83,0	10,4
1974-1975	91 960	57 764	64,2	11,9
Nouvelle-Écosse	88 179	59 955	70,0	13,4
1970-1971	83 280	39 318	69,9	12,9
Nouveau-Brunswick	80 734	42 708	78,2	11,7
1974-1975	609 667	189 426	32,7	13,1
Ontario	556 913	252 496	47,5	13,1
1970-1971	110 130	43 843	41,2	11,3
Manitoba	110 028	58 389	55,3	10,4
1974-1975	103 933	57 546	55,5	11,2
Saskatchewan	113 094	77 928	69,0	10,0
1970-1971	206 852	63 291	31,5	10,2
Alberta	197 599	80 607	42,0	10,5
1974-1975	217 000	96 532	44,5	11,6
Colombie-Britannique	190 249	127 293	66,9	11,5
1970-1971	1 499 982	589 958	41,3	11,9
Total (9 provinces)	1 409 419	748 065	55,7	11,7
1974-1975	611 095	520 225	100,0	16,2
Québec	642 301	543 966	99,9	14,2
1970-1971				

SOURCE: Statistique Canada. Les données pour 1974-1975 constituent des estimations préliminaires établies à partir de renseignements fournis par les ministères provin-

ciaux de l'Éducation.

*La langue minoritaire enseignée comme langue seconde est le français dans toutes les provinces sauf au Québec.

**Les pourcentages de ce tableau indiquent, pour chacune des années 1970-1971 et 1974-1975, le degré de participation aux cours de langue seconde, sans mesurer les variations de la participation pendant ces cinq années. Cela explique pourquoi la diminution des inscriptions aux cours de français, langue seconde, pendant la période de cinq ans est, en réalité, d'environ 21 % plutôt que de 14,4 %, comme semble l'indiquer la colonne trois.

TABLEAU 1. Effectifs pour la langue minoritaire* comme langue seconde au niveau élémentaire, 1970-1971 et 1974-1975.

Langue minoritaire comme langue seconde	Inscriptions	%	
		consacré à la langue seconde	

Terre-Neuve	1974-1975	96 000	32 676	34,1	5,8
	1970-1971	102 319	21 835	21,4	4,9
Ile-du-Prince-Edouard	1974-1975	14 530	6 148	43,3	5,9
	1970-1971	17 317	3 561	21,2	7,9
Nouvelle-Ecosse	1974-1975	110 650	24 424	22,7	6,1
	1970-1971	126 718	12 642	10,4	7,2
Nouveau-Brunswick	1974-1975	83 350	36 329	67,2	5,6
	1970-1971	95 178	37 305	61,5	7,5
Ontario	1974-1975	1 405 093	609 709	46,0	6,7
	1970-1971	1 465 488	526 538	38,2	6,7
Manitoba	1974-1975	122 400	47 224	40,5	5,5
	1970-1971	136 918	42 655	32,7	4,8
Saskatchewan	1974-1975	112 800	6 208	5,6	7,6
	1970-1971	134 238	6 950	5,2	8,3
Alberta	1974-1975	233 711	61 921	26,9	6,0
	1970-1971	226 323	58 235	26,1	5,7
Colombie-Britannique	1974-1975	336 000	48 418	14,4	6,2
	1970-1971	327 794	18 558	5,7	5,0
Total (9 provinces)	1974-1975	2 514 534	873 057	36,5	6,5
	1970-1971	2 632 293	728 279	29,2	6,3
Québec	1974-1975	776 745	234 564	35,4	10,0
	1970-1971	1 004 782	302 700	35,8	8,9

SOURCE: Statistique Canada. Les données pour 1974-1975 constituent des estimations préliminaires établies à partir de renseignements fournis par les ministères provinciaux de l'Éducation.

*La langue minoritaire enseignée comme langue seconde est le français dans toutes les provinces sauf au Québec.
 **Les pourcentages de ce tableau indiquent, pour chacune des années 1970-1971 et 1974-1975, le degré de participation aux cours de langue seconde, sans mesurer les variations de la participation pendant ces cinq années. Cela explique pourquoi l'augmentation des inscriptions aux cours de français, langue seconde, pendant la période de cinq ans, est, en réalité, d'environ 20 % plutôt que de 7,4 %, comme semble l'indiquer la colonne trois.

« durable » (à ce mal qui répand la terreur) est l'apanage de ceux qui, à l'heure qu'il est, hantent les salles de classe. Cette thèse séduisante serait théoriquement irréfutable n'était l'insidieux soupçon qu'un bon quartieron de Canadiens se contenteraient volontiers de renvoyer aux calendes grecques toute réforme linguistique sérieuse au sein du gouvernement fédéral.

Et quand bien même, pour mieux y croire, traitait-on ces viles pensées, que rares encore seraient les raisons de se réjouir. À en juger par les progrès modestes réalisés au pays dans l'enseignement des langues, on peut en effet se demander si le Canada réussira à préparer la génération de 1984 à autre chose qu'au « novlangue » cher à Orwell, quand on constate que pour toute pédagogie des langues secondes, il en est encore à injecter aux enfants de piètres clystères bilingues au lieu de l'indispensable dose massive de vitamines linguistiques. Ce nombre jugement émane des tableaux 1 et 2 ci-dessous, qui présentent un bilan chiffré, pour les cinq dernières années, de l'enseignement des langues secondes dans les écoles élémentaires et secondaires canadiennes. Après avoir brièvement commenté ces statistiques, nous évoquerons certaines améliorations apportées depuis 1970, qui, sans être prodigieuses, n'en sont pas moins prometteuses; nous nous efforcrons ensuite de semer quelques germes d'espérance dans l'esprit de nos enfants et des parents, afin qu'ils aient de meilleures raisons de croire — une fois n'est pas coutume — à l'exaucement de rêves, formés non sans espoir, d'un authentique bilinguisme oral.

I. Pèlerinage annuel sur les lieux de la « catastrophe nationale »

Avant de laisser libre cours, dans les lignes qui suivent, à quelques accents élégiaques, il convient de noter un fait positif et de plus en plus patent, ce désir croissant, semble-t-il, qu'ont les parents de voir inculquer à leur progéniture une version utile, peut-être même utilitaire, de l'autre langue officielle. C'est là l'impression que nous avons retirée de nos tournées dans les différentes régions comme du courtier que nous recevons de partout, et ce courant nous apparaît suffisamment profond pour étayer l'espoir que, d'ici dix ans, les Canadiens, les jeunes adultes, maintient la langue seconde avec une bien plus grande aisance qu'aujourd'hui... si tant est que les pouvoirs publics les y aident en déployant des efforts accrus et davantage d'imagination.

Cette bouffée d'optimisme évanouie, embouchons de nouveau notre trompette favorite de la lamentation pour sonner encore une fois l'antiennisme désormais classique (voir nos rapports précédents) du « désastre » ou de la « catastrophe nationale ».

bon sens, la clarté et le souci de l'économie devraient inciter les deux grands organismes centraux de gestion à suivre cette voie.

Nos dernières suggestions iront aux dirigeants syndicaux. Nombre d'entre eux, à l'Alliance de la fonction publique notamment, s'emploient d'ores et déjà à mettre en œuvre, en collaboration avec le Commissaire, certains programmes conjoints visant à renseigner les fonctionnaires sur les devoirs qu'impose la Loi, mais aussi les perspectives qu'elle ouvre. Quant aux autres, nombreux aussi, tout absorbés qu'ils soient, à juste titre, face au choc inflationniste, ils rendraient service à leur pays en expliquant à leurs mandants que, par simple esprit de justice (finalité du syndicalisme, à ce qu'on dit), tout nouveau contrat se doit de prévoir certaines conditions permettant au droit du public à se faire servir dans la langue de son choix de ne pas être invariablement évincé par les droits d'ancienneté et . . . d'éviction.

Nous ne serions pas vraiment surpris que, dans certains cas, nos exhortations soient accueillies avec la même chaleur qu'une propagande prohibitionniste à un congrès de brassieurs. Mais il ne faudrait pas pour autant que les cadres de direction voient dans tout délégué syndical un militant de l'obstructionnisme; en effet, pour peu qu'on les y encourage et qu'on mette à leur disposition une documentation décente, la plupart des responsables syndicaux choisissent en général de faire la preuve qu'en matière de langue comme pour toute autre question de justice, c'est dans un sens constructif qu'ils entendent user de leur influence. Aussi est-il permis d'espérer que malgré l'indigence, imputable à la négligence de la partie patronale, des éclaircissements sur les tenants et aboutissants de la Loi, ils seront plus nombreux à comprendre que la sécurité de l'emploi est proportionnelle à la qualité des services, y compris sur le plan linguistique, dispensés par les administrations qui appointent leurs mandants. On sait d'expérience que, intelligemment conçu, le bilinguisme est d'ordinaire excellent pour les affaires, et par conséquent pour l'emploi . . . n'en déplaise aux inconditionnels du règlement.

E. Haro sur l'École, ou Pourquoi faire aujourd'hui ce qu'on peut remettre à demain

S'il est un point sur lequel se rejoignent, bien que pour des raisons diamétralement opposées, défenseurs et détracteurs du bilinguisme, c'est probablement leur certitude commune que le seul « remède

chaque administration, rumeurs et chimères assailliront jusqu'à la sommation des siècles les artisans des bonnes œuvres linguistiques dont elles finiront par effondrer l'échafaudage raffiné de rêves délicatement

tressés.

Le deuxième péché d'omission doit être imputé aux mandarins, têtes de Turc toujours providentielles par leur indifférence persistante. Certes, les sous-ministres des institutions à vocation scientifique, économique ou sociale ont à fouetter, outre celui du bilinguisme, un ou deux autres chats . . . de taille. Et si, d'aventure, le Commissaire venait à agacer par trop ces personnages très affairés, ils n'auraient peut-être tort de lui faire la réponse de ce paysan irlandais à qui le juge demandait si, dans sa région, on avait médité sur la doctrine du *res ipsa loquitur* : « Dans mon comté, on ne fait que ga, Votre Honneur, on ne fait que ga. Soit. Mais entre la préoccupation obsessionnelle et l'attention passagère, n'y a-t-il pas place pour le simple intérêt ? A tort ou à raison, nombre de fonctionnaires ont l'impression que leurs supérieurs se soucient peu du « bilinguisme » tant que personne ne vient semer la . . . pagaille. D'où cette langueur communicative, cette torpeur empreinte de désespérance que les hellénistes seraient vraisemblablement tentés de nommer « akedie » administrative (les latinistes, pour leur part, parleraient carrément d'incurie). Si les sous-ministres souhaitent véritablement la fin des hostilités dans le Sinai linguistique, ils seraient peut-être bien avisés de s'inspirer un peu plus, par exemple, d'un Kissinger, en prenant plus souvent à son instar le bâton du pèlerin novateur qui, pour progresser d'un petit pas, n'hésite point à parcourir cent lieues. Ce qui, pour eux, revient en l'occurrence à considérer l'égalité des langues comme une chose normale, partie intégrante de toute leur activité, et à le rappeler chaque fois que l'occasion leur en est donnée par un changement dans l'orientation ou les programmes de leur ministère.

C'est dans un esprit plus constructif que nous préconisons la mise sur pied, par la Commission de la fonction publique et le Conseil du trésor, d'un programme d'information à l'intention de ceux qui, maintenant sur les bancs de l'école secondaire, entreront dans cinq à huit ans sur le marché du travail. Sans rien retrancher aux aménagements généraux inscrits en faveur des unilingues dans la résolution parlementaire de juin 1973, mais en motivant la jeunesse à se préparer bien à l'avance une carrière satisfaisante au sein d'une fonction publique caractérisée par un bilinguisme institutionnel, ces deux organismes contribueraient à rentabiliser la « pliasse bilinguistique » des mal-aimés du fisc. C'est du reste parce qu'elle reconnaît le réalisme d'une telle attitude qu'Aïr-Canada, dont nous avons rarement l'occasion de louer le zèle linguistique dans nos rapports, se rend à pied d'œuvre dans les établissements secondaires pour bien faire comprendre tout le parti à tirer, dans l'aviation commerciale, de la connaissance des deux langues officielles. Le

Peut-être le moment est-il venu de faire quatre brèves remarques (deux sévères, deux encourageantes) sur la déficience congénitale qui afflige l'information en matière de bilinguisme. En premier lieu, les ministères s'obstinent dans le péché de non-coopération à la réalisation des nouveaux programmes, ce fameux « complexe du dragon » que nous stigmatisions déjà l'an dernier et qui pousse chacun à protéger, sinon celer, ses petites prouesses informationnelles avec la jalousie d'un barbon amoureux. Bien qu'ils semblent tous à première vue pressurer le même contribuable, les responsables de l'information d'un grand nombre de ministères paraissent incapables de mettre en commun aussi bien les idées que les ressources. Dans le courant de l'année passée, la Commission de la fonction publique, le Conseil du trésor, le Secrétariat d'État et le Bureau du Commissaire ont, il est vrai, commencé à se consulter, à se concerter même, sinon de manière très suivie, du moins avec pragmatisme. Mais pendant trois ans, mû tout autant par un souci d'économie que par le désir de couper court aux grossières contradictions qui viennent entacher l'interprétation de la Loi, le Bureau a plaidé en vain la cause d'un centre coopératif d'information où, par-delà les querelles traditionnelles, l'État, les syndicats et les partis auraient œuvré côte à côte. Le Commissaire, on le conçoit, ne souhaite guère pour-suivre indéfiniment ses piteuses dans l'impasse diplomatique; ce qu'il faudrait maintenant, selon lui, c'est qu'on dépasse les simples échanges de vues entre institutions de bonne volonté et que le Conseil du trésor, en sa qualité de responsable des programmes fédéraux de bilinguisme, associe officiellement à ses travaux les divisions de l'information de tous les ministères qui dépendent de l'exécutif. A moins, en effet, que le Conseil ne prenne courageusement en main la préparation de la documentation générale et la confection de programmes taillés sur mesure pour

2. *Rouspéance finale, probablement futile, d'un ronchon fini*

qu'il offre dans le domaine linguistique. Leur pays, en particulier devant les défis qu'il propose et les perspectives voir s'éveiller en leurs enfants une attitude aussi saine que positive envers Canada, mais aussi qu'ils répondent à l'attente des parents désireux de pressant des professeurs et de leurs élèves pour tout ce qui touche au seulement que ces projets apaisent quelque peu l'appétit apparemment de la culture et des langues canadiennes. Ce qu'on espère, c'est non tionnant d'ouvrir toutes grandes, et dans la bonne humeur, les fenêtres trousses, à l'intention des élèves du secondaire celle-là, et un film ambiterritoires. Si l'expérience s'avère concluante, elle justifiera une autre avril 1975, laissant au Bureau le soin de sa diffusion dans les deux en distribuera près de 50 000 exemplaires dans les dix provinces dès

nement en y déversant dépliant, affiches et cartes de comptoir rivalisant de sérieux dans leur message. Pas mauvais du tout en son genre, son service de presse a tiré de l'ornière des délais certains collaborateurs des journaux de la capitale et d'hebdomadaires à faible budget en leur communiquant des statistiques parfois éparées ou en leur servant quelques tranches de la vie linguistique apprêtées par la presse parlementaire. Enfin, bien qu'il n'ait point encore suscité auprès des cinéphiles un engouement pareil au Parrain, à l'aube de 1975, *Bons Amis* (le film en couleurs de 12 minutes réalisé il y a trois ans pour le Bureau, et dont la vedette, rappelons-le, est la Loi sur les langues officielles, à tout de même conforté près d'un million de spectateurs dans leur courroux ou leur apathie à l'endroit du bilinguisme. Qui plus est, les nouveaux accords conclus avec l'ONF et l'Institut canadien du film pour la distribution de cette fresque si peu captieuse lui assurent un brillant avenir après de nouvelles foules captives.

Congu à l'intention du demi-million d'employés du gouvernement fédéral, le deuxième programme d'information du Bureau du Commissaire poursuit son petit bonhomme de chemin de réunion en réunion, dans une ambiance d'unanimité et de recueillement à faire quasiment pâlir d'envie le Grand Quaker lui-même. Face à des parterres très divers, de bons esprits comme de mauvais coucheurs, de gestionnaires ou de syndicalistes, qu'ils s'emploient d'abord à déridier par leur petit film maison, le Commissaire et deux ou trois de ses collaborateurs répondent aux questions en toute franchise, ou s'il le faut, en jetant sur la vérité un voile de pudeur constructive. Enfin, quand bien même ce n'aurait été que pour mieux atterrir à la corbeille, la *Trousse de l'explorateur* publiée par nos soins l'an dernier avait, au début de 1975, fait escale sur les bureaux de quelque 110 000 personnes, fonctionnaires pour la plupart.

Mais la toute dernière innovation, celle qui suscite le plus d'espoir à long terme, c'est la trousse intitulée « Oh ! Canada ». Conçue et réalisée avec la généreuse participation du Conseil interprovincial des ministres de l'Éducation et de quatre commissions scolaires de la région d'Ottawa, elle a pour but d'établir l'intérêt des enfants de 7 à 12 ans pour l'apprentissage des langues secondes et pour les réalités canadiennes. L'élément central en est un illustré bilingue de 32 pages, mettant en scène quatre garçons et filles de milieux linguistiques et culturels différents qui, d'aventure en mésaventure, vont d'une province à l'autre à bord d'une voiture magique. S'y ajoutent un « cahier d'activités », de 32 pages lui aussi, un jeu où les connaissances lexicales servent de combustible aux déplacements sur une grande carte du Canada, un macaron représentant le perroquet cynique de la bande dessinée, et un enregistrement de quatre chansons composées spécialement pour un public d'enfants. Le Conseil des ministres de l'Éducation

lendemain où, dans une optique d'auto-analyse combinant information et distraction, Radio-Canada cessera de combler les espaces infinis par des silences éternels.

Nous aimerions ici ouvrir une parenthèse afin de saluer au passage l'une des chaînes privées, le réseau CTV (Canadian Television Network), pour son émission hebdomadaire, *Excuse My French* qui, à défaut d'une partitise égalité dans le génie, atteste au moins d'« esto-mac ». Fellini et Hitchcock — sans parler de certains transfuges canadiens peaufinant à Hollywood les facettes des comiques américains — seraient peut-être mieux, c'est un fait; mais, à notre timide échelle nationale, cette plaisante petite parodie n'est pas dépourvue de vertus purgatives et, sur la foi d'un indice d'écoute qui en fait pour les téléspectateurs le cadet de leurs chouchoux, immédiatement après les rencontres au sommet des hockeyeurs canadiens et soviétiques, il n'est pas interdit de penser qu'elle pourrait s'avérer rentable pour les flatteurs qui sauraient lui faire l'hommage d'un platât.

L'Office national du film est, dans ce secteur, le seul organisme d'État qui ose pimenter l'imagination d'un brin de hardiesse. Entré sur le tard, mais d'un bon pied, dans le jeu linguistique, il a réalisé quatre courts métrages d'excellente facture dans la « série dramatique d'aide à l'apprentissage des langues » citée dans notre rapport de l'an passé. D'autres suivront, assortis d'une trousse d'atelier, mais en attendant, ces quatre précurseurs pourront, dès les premiers mois de cette année, prêter main-forte aux professeurs de langues secondes en quête, depuis des lustres et d'un océan à l'autre, d'une bonne raison authentiquement canadienne capable d'enfin faire pièce au « Pourquoi ? » aussi brutal que fécond poussé par des milliers d'étudiants.

Cela dit, comme, dans le présent rapport, le conseiller est aussi le payeur, on comprendra que le Commissaire cherche, sans vergogne aucune, à faire sa propre réclame tambour battant.

Sous son chapitre, c'est sur la première et plus ancienne piste qu'on joue pour le grand public. Malgré les quolibets, le Commissaire a donc poursuivi sa tournée nationale, multipliant les acrobaties au cours de corps à corps inconsidérés avec les fantômes protéiformes mais pas toujours anonymes de l'unilinguisme et au gré de grosses gaffes minutieusement mal minutées. Les gens de la radiotélévision se sont morbidement complus à lui prodiguer les occasions d'étaler ses vices à longueur de tribunes téléphoniques, d'interviews, de colloques sublimes et de viles prises de bec (soit dit en passant, bien plus gratifiantes). Des universitaires, des représentants des professions libérales, des amicales, des beaux esprits et même des associations encore plus éclairées, tel que le Club Rotary ont eux aussi substantiellement contribué à le mettre à l'abri de l'érosion monétaire en lui offrant bombances et balades aux frais de la princesse. Son Bureau a, cette année encore, pollué l'environ-

peuvent au moins, en attendant la parution d'un Petit Kama Sutra linguistique, commencer à se familiariser avec l'anatomie des langues.

Trois initiatives de la CFP méritent une mention honorable. Ce sont les nombreuses séances d'information qu'elle organise avec le Conseil du trésor à l'intention des agents des langues officielles et autres linguocrates, son film sur l'apprentissage des langues secondes, intéressant mais — ô ironie — tout juste audible, et le dossier clair, gai et pour tout dire divertissant qu'elle destine aux stagiaires des cours de langue. Ce dernier (une feuille de questions-réponses tout à fait directe, la brochure *Perspectives de formation linguistique* et un dépliant détaillé sur l'établissement d'enseignement fréquenté par l'intéressé), s'il laisse peu à l'imagination, pique fort la curiosité. Ces premiers pas valent d'être suivis par les autres administrations et poursuivis par la CFP elle-même. Un bulletin informatif mensuel, franc et sémillant, conçu et réalisé conjointement par les enseignants, les étudiants et les cadres de la Commission à l'intention des stagiaires nouveaux et anciens pourrait, par exemple, faire beaucoup pour dissiper ce spleen puerpéral qu'éprouve maint fonctionnaire loyallement appliqué à accoucher d'une nouvelle langue.

Le Secrétariat d'État œuvre toujours, lui aussi, à la propagation de la foi. Son ministre continue de sillonner le pays pour animer du feu sacré le peuple et surtout ses prophètes, les éducateurs, puisque, en dernière analyse, ce sont d'eux que dépendent la plupart des victoires initiales (évoquées ci-dessous) indispensables à un véritable démarrage. Les lieutenants du Secrétaire d'État ne sont pas en reste : patience angélique et estomac de fer, ils cheminent de réunion en conférence et séminaire sans prendre ombrage des hommages rendus au colonel Sanders. Quant aux nouveaux opuscules publiés par ce ministère pour attirer l'attention du public et des provinces sur son programme de subventions tous azimuts, ils rempliraient bien un tonnerreau et leur simple énumération occuperait une ou deux bonnes pages du présent chapitre.

Parmi les sociétés de la Couronne à vocation informative, Radio-Canada fait honneur à la solide réputation de courage par procuration qu'elle s'est taillée à grand renfort de programmes étrangers tranchant dans le vif des vices et préjugés ethniques et religieux de . . . nos voisins du Sud. Et hormis quelques exceptions purement locales, c'est à l'image de la carpe, ou de l'autruche, que les chaînes nationales traitent toujours des travers canadiens. Pourtant, qu'on le veuille ou non, le Canada, ça existe, et comme toute collectivité humaine, il mérite que ses citoyens s'y intéressent, qu'ils ironisent à ses dépens et même, puisqu'ils ne sauraient guère le trouver sempiternellement sublime, qu'ils sachent au moins le critiquer avec esprit. Qu'on ne voie point là un appel aux armes idéologique; tout au plus doit-on y lire l'espoir de

parvient à éclairer rapidement les agents de l'Etat sur les nouvelles orientations, voire sur l'art et la manière de les appliquer. A condition bien sûr que les puissances d'En Haut, celles qui, au Conseil du trésor, prennent les décisions, la laissent libre d'opter pour Danton plutôt que Mackenzie King, pour l'audace plutôt que la circonspection, car si la fonction crée l'organe, l'inaction l'atrophie.

Quoi qu'il en soit, on peut dès à présent signaler certaines initiatives et intentions qui, si elles ne justifient pas toutes un ex-voto au Saint-Esprit, n'en laissent pas moins paraître les signes prometteurs de son intervention. Citons notamment un Bottin mondain (révisé !) du gratin bilingue outaouais pour profane perplexe en mal d'information; une brochure précisant au commun des fonctionnaires les modalités du choix de la langue de travail (à supposer que le gouvernement arrête jamais sa politique en ce domaine); un manuel à l'usage du parfait petit orateur pour fonctionnaires aphones désireux de mettre la Parole au service du Verbe; une trousse documentaire dont l'éclectisme utile séduira les chercheurs masochistes; une deuxième, à l'intention du grand public, celle-la; deux autres pochettes visant à rasséréner l'employé effaré ou simple-ment fasciné, portant l'une sur les exigences linguistiques des postes, l'autre sur les ULF; une étude critique de la longue marche du bilinguisme pendant la dernière décennie; enfin, le fascicule déjà cité, qui, à défaut d'émoussiller les sens, expose avec concision les rapports entre *Les langues officielles et vous*. Seuls les six derniers documents avaient, en février 1975, vu le jour, mais les autres projets seront sans nul doute menés à terme, de même que devrait se matérialiser le rêve d'archives audio-visuelles rassemblant la somme des bons et mauvais mots échangés au sujet des langues officielles.

L'autre garante de la pérennité du bilinguisme, la Commission de la fonction publique, s'est elle aussi mise à joindre le geste à la bonne parole. En se décidant à mettre à flot, mieux encore au courant des réalités, par des explications promptes et suffisantes, ses étudiants en langue et autres employés plus ou moins flottants, elle a signifié son intention de ne plus parler, en guise de politique de l'information, sur des roseaux si peu pensants. Et tandis que les fonctionnaires, hier, gé- gnaient de ne voir jaillir le moindre rai de lumière dans les directives de la Commission, certains, aujourd'hui, gémissent éblouis par la profu- sion d'éclaircissements qui fusent de fascicules bilingues éclatants de précisions. Devant cette saine tendance à présenter une version palpable de la vérité, les réserves ne sont certes pas de mise. Sur le terrain de l'information, les grands prêtres de la Commission ont désormais adopté la position du missionnaire sans pour autant verser dans l'évangé- lisme pompier. Toujours est-il qu'avec la documentation actuelle, un rien de persévérance et une pincée de Pepto-Bismol, les agents de l'Etat

qu'au contraire elle les élargit, voilà qui pourrait bien instiller à quantité d'entre eux l'ivresse de l'intime conviction qu'au fond, le Parlement a fait œuvre utile.

Nonobstant ses nouvelles promesses et ses prouesses occasionnelles, cette année encore, le gouvernement pêche par l'omission d'une politique de l'information à la fois claire et structurée sur les langues officielles. Et après avoir, dans une danse rituelle de défoulement, fulminé avec fracas contre le chevauchement des compétences au sein de l'Administration, il faut se rendre à l'évidence : il ne saurait y avoir qu'un vain d'imputer à la parcimonie budgétaire (Lord Acton aurait vraisemblablement rétorqué aux fines mouches des relations publiques que le pouvoir... monétaire corrompt absolument, l'imagination comme le reste). Quand émerge une idée intéressante, c'est trop souvent l'inertie, voire la méhance réciproque de ministères pressurés alliés, qui la tue dans l'œuf avant que celui-ci ait eu le temps de pourrir (même sans le coup de pince d'un office de commercialisation).

I. Au pays des aveugles, les borgnes (vrais ou faux) sont rois

Trève d'œufs pourris et de raisins verts. Avant que ne s'élève, en contrepoint aux illusions et élucubrations du Commissaire, le classique contrechant des choréutes, rendons justice à plusieurs initiatives louables, bien que souvent dispersées, prises par le gouvernement en vue de contribuer à la démythification de l'ogre du bilinguisme.

Il suffira peut-être, pour donner un aperçu de sa troublante aptitude au mouvement perpétuel, de rappeler que le groupe d'information, désormais intégré au Conseil du trésor, a logé à treize enseignes différentes en l'espace de deux ans. Turbulences domestiques qui ne l'ont du reste empêché ni de composer des tonnes et des tonnes (métriques, s'entend) de documents, ni d'organiser ses réunions d'information à l'intention des administrateurs éparpillés aux quatre coins du pays, contraints à jouer avec plus ou moins de conviction sur la scène linguistique les admirateurs passionnés ou parfois les amortisseurs... de choc. Mieux encore, dans la logique du rôle moteur dévolu au Conseil du trésor au sein de la fonction publique, le groupe a de surcroît pris sur lui d'initier les agents chargés des questions linguistiques dans plus de soixante institutions aux charmes discrets de la linguocratie. Cette Division du développement de la formation et de l'information, qui compense sa faiblesse numérique par son assiduité au travail, pourra largement contribuer à détendre le climat linguistique dans l'administration fédérale au cours des dix à quinze mois à venir, si elle

pages d'information bien orchestrées et en améliorant les structures d'accueil des francophones dans la fonction publique. Mais là est justement le hic, le cercle vicieux : sans une certaine masse critique de francophones, il est difficile de créer ces structures d'accueil et, sans ces dernières, il est non moins difficile d'atteindre la masse critique nécessaire.

Les résultats des études entreprises par le Bureau du Commissaire ne sont pas, en tout cas, de nature à déchaîner l'euphorie. Comment, alors, dans ces conditions, assurer « l'entière participation des collectivités anglophones et francophones dans la fonction publique » ? Toutes choses égales d'ailleurs, il semble qu'une augmentation substantielle — pouvant, au besoin, être étalée sur plusieurs années — du nombre de postes unilingues français, eux-mêmes groupés, si possible, dans des unités de langue française qui soient autre chose que des arrières-boutiques où l'on agrafe et blanchit, constitue une des conditions pour aboutir à cette « entière participation ».

Mais fi de ces philippiques. En dépit de propos qui, pour certains, auront pu évoquer une exaspération trisant le désespoir, il demeure encore possible d'afficher un simple scepticisme teinté d'angoisse. Certes, le citoyen friand de ces questions pourra éprouver un brin de sérénité si vraiment, bientôt, et dans le concret, le gouvernement donne suite aux velléités de progrès qu'un observateur attentif peut déceler çà et là. Mais si gouverner c'est prévoir, il arrive parfois des moments où un gouvernement, en Hamlet épuisé, doit cesser de prévoir et se mettre à gouverner. Cela veut dire, peut-être, passer de la rhétorique à la réforme.

D. L'information : entre l'ésotérisme dialectique et l'hermétisme dialectal, place pour quelques vérités tout amicales ?

Depuis 1969, le gouvernement fédéral, faute de jeter la lumière sur le bilinguisme, a presque réussi, ou peu s'en faut, à rejeter la Vérité dans son puits. C'est ainsi que, malgré son souci de justice et sa soupléssse, la Loi sur les langues officielles adoptée il y a cinq ans et demi, loin de trouver l'écho favorable qu'elle mérite, continue de défrayer la chronique au lieu d'empporter l'adhésion, parce que l'Administration la laisse croupir dans un marais de malentendus fort répandus et la mare des cancanes colportés par quelques clabaudes.

Il ne se trouvera personne de sérieux pour suggérer une campagne d'intoxication. Mais tenter, tout uniment, de rappeler régulièrement aux Canadiens que la Loi ne limite en rien les libertés individuelles et

Bien sûr, un des moyens d'attirer des candidats de langue française est de provoquer un accroissement de l'offre au moyen de cam-

Les statistiques de la Commission de la fonction publique sur les nominations donnent en tout cas cette sensation de progression au ralenti. En prenant en considération les nominations de nouveaux employés, on constate que le pourcentage de ceux qui ont le français comme langue de travail préférée a évolué, au cours de ces dernières années, en zigzag, à un niveau qui n'est pas de nature à espérer un rattrapage : 19,7 % en 1971, 22,0 % en 1972, 20,2 % en 1973 et 23,9 % en 1974.

Sans nécessairement vouloir faire du mauvais esprit, le Commissaire s'était plu, l'an dernier, à imaginer une fonction publique vidée de sa substance francophone. Ce n'était pas là le fruit d'une imagination excessivement fertile, mais bien plutôt les conclusions qu'un esprit même modérément doué pour les mathématiques pouvait tirer des données statistiques disponibles. Si le recrutement des francophones donnait, il y a quelque vingt mois, l'impression de progresser à la cadence d'un pas en avant, deux pas en arrière, cette année, les renseignements fournis par la Commission de la fonction publique évoquent plutôt l'image de ces pistards qui, quoique censés participer à une épreuve dite de vitesse, font, avec un art consommé de l'acrobatie, un ahurissant sur-place, comme s'ils voulaient, à leur façon, prouver que les extrêmes — en l'occurrence vélocité et lenteur — se touchent vraiment.

3. *Le recrutement des francophones, ou l'art de faire du surplace à tombeau ouvert*

Enfin, au chapitre des cours de formation ou de perfectionnement professionnels, il faut distinguer entre ceux qui se donnent par les soins de la Commission de la fonction publique et ceux qui sont assurés, directement ou indirectement, par les ministères eux-mêmes. Si, pour ce qui est des premiers qui, il faut le préciser, ne représentent qu'environ 10 % de tous les cours de cette nature qui se donnent dans la fonction publique, il semble bien que le gouvernement soit sur le point d'offrir une solution satisfaisante, il n'en est pas toujours de même en ce qui concerne les seconds. Les efforts, en effet, sont dispersés. Ici encore, le gouvernement, par le truchement du Conseil du trésor, auquel la Loi sur l'administration financière confie une responsabilité particulière dans ce domaine, pourrait jouer un rôle décisif.

langue anglaise et ceux de langue française atteint le plus souvent — c'est le grand écart — des proportions indécentes que ne saurait expliquer à elle seule la « relative anémie » des éditeurs de livres français.

L'hypothèse où ces constatations partielles s'appliqueraient à l'ensemble de l'administration fédérale, le gouvernement devrait envisager de réviser les exigences linguistiques des postes situés au siège et dont les titulaires ont des relations, épistolaires ou autres, avec ceux de leurs collègues qui occupent des postes « français essentiel ».

Le statut du français comme langue de travail dans la région de la capitale nationale — troisième objectif de la « mini-stratégie » proposée l'an dernier — est, à des degrés variant d'un ministère à l'autre, inférieur à celui de l'anglais. Pour beaucoup, cette lapalissade n'aura rien d'une révélation : elle ne fait que confirmer, si besoin était, que le français n'a pas encore acquis droit de cité au siège même du gouvernement. Les données du Conseil du trésor démontrent d'ailleurs l'état de sous-développement de la langue française dans cette région : l'anglais y est la langue usuelle de travail de 77 % des fonctionnaires (un peu plus de 6 % emploient usuellement le français et un peu moins de 17 % les deux langues). La difficulté de travailler en français sur les bords de l'Outaouais semble être particulièrement aiguë dans les secteurs à vocation technique ou scientifique. Que ce soit à la Commission canadienne des transports, aux Travaux publics, à l'Administration canadienne des transports aériens (ministère des Transports) ou à l'Office national de l'énergie, l'anglais domine massivement. La question que posait le Commissaire l'an dernier n'a rien perdu de son actualité : comment créer dans la région de la capitale nationale des secteurs suffisamment étoffés qui permettent aux francophones de connaître leur carrière intéressante sans être nécessairement obligés de laisser leur langue au vestiaire à leur arrivée à Ottawa ou même à Hull ? Il se peut fort que ce soit là le schibboleth du gouvernement en matière de réforme linguistique.

Les études ni les plaintes n'ont permis de déceler une tendance précise en ce qui concerne les quatrième et cinquième objectifs. Si certains organismes font preuve de bonne volonté, à défaut d'enthousiasme, pour mettre à la disposition de leurs employés des instruments de travail et une formation professionnelle dans les deux langues, d'autres, au contraire, entraînent langouissamment à l'arrière du peloton. Souvent, c'est la masse énorme des textes à traduire qui dissout des volontés déjà amollies au départ. Parfois, aussi, une banale mais néanmoins condamnable impéritie administrative est à la source de retards incusables. L'action, énergique espère-t-on, du gouvernement annoncée par le Président du Conseil du trésor devrait aiguillonner les trainards du manuel, de la directive ou du mode d'emploi bilingue. Dans un domaine connexe, certains services internes, essentiels si les employés veulent exécuter leurs tâches avec bonheur sinon brio, sont loin d'être assurés dans les deux langues. Il en est ainsi, plus particulièrement, des bibliothèques des institutions étudiées : l'écart entre les ouvrages de

Par ailleurs, si le rapport du Président du Conseil du trésor té-

moigne des bonnes intentions du gouvernement en ce qui concerne les instruments de travail, la « pleine participation des deux collectivités » et la langue des communications internes, il reste, quant aux modalités pratiques d'application, d'une discrétion ouatée : « Le gouvernement fixe à chaque ministre des délais au terme desquels les instruments de travail doivent exister en français comme en anglais » ; « Le gouvernement s'engage de nouveau (sic) à réaliser, en donnant tout son sens au principe du mérite, l'entière participation des collectivités anglophones et francophones dans la fonction publique » ; « une déclaration sera faite bientôt de manière à définir clairement les situations dans lesquelles un fonctionnaire peut communiquer avec ses collègues dans la langue officielle de son choix . . . ».

Les constatations en matière de langue de travail que le Commissaire et ses collaborateurs ont pu faire, entre avril 1973 et décembre 1974, dans le cadre d'études spéciales ou d'instructions de plaintes sou-
lignent, malgré leur caractère encore partiel, l'urgence d'une action rapide et décisive.

De ces études et plaintes — dont le lecteur assidu et masochiste trouvera les sommaires au chapitre II — se dégagent quelques tendances, à partir desquelles il serait peut-être hâtif de tirer déjà des généralisations, mais qui mettent en évidence certaines des difficultés qu'affrontent les ministères et organismes dans l'instauration de l'égalité linguistique à l'intérieur même de la fonction publique.

Ces observations empiriques montrent que la situation, en fonction du premier objectif — faire du français la langue normale de l'administration fédérale dans ses opérations régionales au Québec — tout en n'étant pas parfaite, est satisfaisante dans la plupart des cas étudiés. Bien sûr, des progrès restent à faire (il est curieux, par exemple, que des institutions — le ministère des Travaux publics, pour ne donner qu'un exemple de poids — n'aient pas encore créé d'unités de langue française, au Québec ni ailleurs), mais il semble bien qu'aucun obstacle rédhibitoire ne puisse empêcher la majorité des institutions d'atteindre ce premier objectif.

Ces mêmes observations révèlent par contre une situation qui est loin d'être satisfaisante en ce qui concerne les communications entre les bureaux situés au Québec et les sièges des différents ministères et organismes. Dans presque tous les cas, ces communications doivent se faire en anglais parce que les sièges n'ont tout simplement pas un nombre suffisant d'employés qui puissent ne serait-ce que comprendre la teneur de messages, rapports, etc., qui seraient rédigés en français. Dans certains cas, même les ULF du Québec se trouvent dans l'impossibilité de communiquer en français avec leurs services centraux. Dans

des aspects dynamiques de la langue de travail (régime linguistique des réunions, travail de création, communications internes interindividuelles, etc.).

5) Enfin, assurer aux employés fédéraux une formation et un perfectionnement professionnels qualitativement et quantitativement égaux dans les deux langues.

Il n'y a de toute évidence, rien de révolutionnaire ni même d'original dans ces mesures. Elles constituent, toutefois, compte tenu des nouvelles règles du jeu imposées par la Résolution du Parlement de juin 1973 et les lignes directrices du Conseil du trésor, un préalable plausible à l'égalité de statut des deux langues officielles à l'intérieur de la fonction publique fédérale.

A l'heure où ces lignes sont écrites, seul le *Rapport sur la mise en œuvre de la résolution sur les langues officielles adoptée par le Parlement en juin 1973*, déposé par le Président du Conseil du trésor devant la Chambre des communes le 21 novembre 1974, jette une lumière — prudemment tamisée encore — sur les intentions du gouvernement en matière de langue de travail.

Ce rapport, premièrement, confirme le jugement positif qu'on pouvait porter l'an dernier sur les unités de langue française (ULF), créées, à titre expérimental, en 1971. (D'autres données en provenance du Conseil du trésor permettent de constater que l'emploi du français s'est, dans l'ensemble, accru dans les ULF entre 1971 et 1974.) Aussi le gouvernement prépare-t-il, poursuit le rapport, « un programme en vue d'accroître à tous les niveaux des ministères et plus spécialement aux niveaux de la haute direction, en particulier dans la région de la capitale nationale et dans les régions du Canada où le français est employé couramment, le nombre des unités travaillant en français. »

Il faudra donc attendre de voir le contenu même de ce programme avant de savoir jusqu'où le gouvernement se propose d'aller dans cette voie. Évidemment, un esprit malicieusement naïf pourrait se demander comment le gouvernement escompte, sans se targuer du don de multiplier pains et poissons, augmenter le nombre de ces unités dans la région de la capitale nationale avec seulement quelque 4 000 postes unilingues français dont près de 3 000 se trouvent déjà dans des ULF. Il y a, bien sûr, la solution abusive choisie par certaines institutions fédérales, comme les ministères de la Justice et du Revenu national (Douanes et Accise) ou encore le Secrétariat d'État, qui consiste à génèreusement entrelarder ces unités de postes bilingues. Il est d'ailleurs même possible, semble-t-il, de trouver des ULF composées uniquement de postes bilingues. On peut d'ores et déjà imaginer avec délices des ULF où ne travailleraient que des anglophones, certifiés bilingues, obligés de communiquer entre eux en français !

- 1) Faire du français la langue normale de l'administration fédérale dans ses opérations régionales au Québec (sorte de vaste unité de langue française) tout en respectant les exigences de la Loi au chapitre de la langue de service et en créant des unités de langue anglaise pour permettre aux membres de la minorité linguistique de travailler en anglais.
- 2) Établir le français comme langue de communication habituelle entre les bureaux régionaux situés au Québec et leurs sièges respectifs.
- 3) Redresser la langue française dans la région de la capitale nationale, notamment en y accroissant, dans de très fortes proportions, le nombre de postes « français essentiels » et en groupant ces derniers dans des unités de langue française.
- 4) Élaborer des directives administratives en vue de régler les questions découlant aussi bien des aspects statiques (manuels, modes d'emploi, communications internes de portée générale, bibliothèques, services destinés au personnel, etc.) que

L'an dernier, esquissant un plan d'action global qui permette au français de s'affirmer dans les institutions fédérales comme langue de travail, nous précisions avec optimisme : « le gouvernement parle depuis quelques mois de publier un tel plan; le Commissaire, écrivant à la mi-février 1974, ne serait nullement vexé si le gouvernement rendait caducs les propos qui suivent en divulguant son plan avant le dépôt du présent rapport. » Eh bien ! comme les propos qui suivaient n'ont pas encore été frappés de caducité (à moins que, n'est-ce pas, le Commissaire, écrivant à la mi-février 1975), il convient, au risque de servir du réchauffé, de reprendre l'essentiel des cinq objectifs proposés à l'attention du gouvernement :

2. Une question de méthode : entre le Père Ubu et Descartes ?

Il est probable, si cette tendance se maintenait, qu'il y ait à l'avenir plus d'anglophones nommés à des postes bilingues, ce qui ne serait que justice . . . si, de leur côté, les francophones disposaient de voies d'accès à la fonction publique comparables à celles qui sont offertes à leurs concitoyens de langue anglaise.

est passée, entre 1971 et 1974, de 18,3 à 44,9 %.
à des postes bilingues et dont la langue de travail préférée est l'anglais
tion publique. Dans l'ensemble, la proportion des titulaires nommés
nominations (voir tableau IV) fournies par la Commission de la fonc-

« Exploitation », alors que ces deux mêmes catégories ne regroupent que les deux-tiers des postes « anglais essentiel ».

Au Québec, où 67,8 % des postes exigent une connaissance du français seulement, les statistiques laissent percevoir une lueur d'espoir. Cependant, il ne faut pas perdre de vue que près de 80 % de ces postes se situent, encore une fois, dans les catégories « Soutien administratif » et « Exploitation ».

Par ailleurs, pour l'ensemble de la fonction publique, les 36 570 postes unilingues français paraissent bien modestes comparés aux 54 915 postes bilingues et 23 632 postes « hermaphrodites ». Il semble bien qu'il y ait eu « surenchère catégorielle » dans ces deux derniers groupes. Certains ministères ont d'ailleurs poussé l'absurde jusqu'à avoir établi plus de postes « hermaphrodites » que de postes exigeant une connaissance du français seulement. S'agit-il d'un élégant maquillage destiné à gonfler le nombre de postes théoriquement ouverts aux francophones ? Le Commissaire est peu enclin à faire ici un procès d'intention, mais les données disponibles l'inciteront sans doute à vérifier de plus près cette hypothèse dans le cadre de ses études spéciales. Le tableau III indique, entre autres choses, que, parmi les unilingues titulaires de ces postes « hermaphrodites », les anglophones forment une écrasante majorité, surtout dans les catégories où se trouvent les niveaux hiérarchiques les plus élevés. D'autres données indiquent que même dans la région de Montréal il y a plus d'anglophones unilingues qui occupent des postes « hermaphrodites » qu'il n'y a de francophones unilingues.

Si les postes « hermaphrodites » semblent être, du moins dans les catégories supérieures de la fonction publique, l'apanage des anglophones, qu'en est-il, alors, des postes bilingues que les Canadiens d'expression française pouvaient briguer avant les nouvelles lignes directrices du Conseil du trésor sans concurrence trop vive de la part de leurs concitoyens anglophones ? Le troisième rapport annuel évoquait la possibilité que les postes bilingues deviennent de moins en moins la chasse gardée des francophones, ce qui rendrait la présence d'un nombre accru de postes unilingues français d'autant plus nécessaire. De façon globale, des statistiques du Secrétariat du Conseil du trésor, produites en janvier 1975, montrent que sur 40 874 titulaires de postes exigeant la connaissance des deux langues, 18 425 (45,1 %) — dont 4 454 unilingues — avaient le français comme première langue officielle, et 22 449 (54,9 %) — dont 16 768 unilingues — avaient l'anglais pour première langue. Plus significatives peut-être sont les données sur les

— souvent bien intentionnés — rester paralysés parce que, tout simplement, ils ignoraient et les exigences linguistiques des postes et le profil linguistique de leur propre personnel. C'est donc dire que le gouvernement a fait là œuvre salutaire et que les fonctionnaires qui ont pu mener ce gigantesque inventaire à bonne fin méritent hautement de la patrie. Toutefois, et sans nécessairement faire la petite bouche devant pareil hors-d'œuvre, il convient de mettre toute cette activité dans une perspective aussi juste que possible. Outre les écueils déjà signalés l'an dernier, il faut relever, d'abord, qu'un nombre élevé d'institutions fédérales, dont certaines, telles Air Canada et le Canadien National, sont des plus importantes, n'a pas été touché par ce recensement linguistique et, ensuite, que cet exercice de haute voltige statistique n'est pas une fin en soi, mais qu'il constitue un outil de planification — qui ne demande qu'à être utilisé — pour parvenir à la pleine égalité des deux langues officielles.

Dans son troisième rapport annuel, le Commissaire avait, sans aucune prétention à l'infailibilité, mis en évidence certaines « déviations » que l'établissement des exigences linguistiques des postes risquait d'entraîner.

Plus particulièrement, on pouvait se demander si le caractère par trop restrictif des critères retenus dans les lignes directrices du Conseil du trésor pour identifier les postes unilingues français n'allait pas dans le sens de limiter le nombre de ces derniers et empêcher ainsi un accroissement de l'usage du français à tous les niveaux de la fonction publique fédérale.

Les chiffres fournis par le Secrétariat du Conseil du trésor ne sont pas, en tout cas, de nature à dissiper cette crainte. Les tableaux I et II (voir l'appendice pour les tableaux de cette section), qui présentent les résultats d'ensemble du recensement des exigences linguistiques, permettent de situer les postes unilingues français, premièrement, par rapport aux postes unilingues anglais et, deuxièmement, par rapport aux postes bilingues et « hermaphrodites » (postes dont le titulaire peut être, indifféremment, francophone ou anglophone).

Sur les 210 124 postes unilingues (72,8 % de tous les postes de la fonction publique), 173 554 (82,6 %) n'exigent que la connaissance de l'anglais et 36 570 (17,4 %) ne requièrent que celle du français, ce qui fait qu'il y a à peu près 4,8 fois plus de postes unilingues anglais que de postes unilingues français. Cette différence est encore plus marquée dans la région de la capitale nationale où, des 26 431 postes unilingues (31,8 % de tous les postes de la région), 22 233 — 84,1 % — nécessitent l'anglais et 4 198 — 15,9 % —, le français. Ici, le rapport s'élève à plus de 5 contre 1 en faveur des postes unilingues anglais.

Le tableau II révèle en outre que les trois-quarts des postes « français

Le recensement des exigences linguistiques des postes — exercice amorcé par la déclaration du président du Conseil du trésor du 14 décembre 1972 et confirmé par la Résolution du Parlement du 6 juin 1973 — a permis de combler une lacune que le Commissaire avait main-tes fois eu l'occasion de constater, notamment dans le cadre de ses études spéciales. Il était pour le moins navrant de voir des ministères

1. « Tu me fais flipper » (disait Diane Dufresne en pensant sans doute au Conseil du trésor) parce que tu connais toutes les « positions »

Grâce aux statistiques recueillies dans le cadre de l'identification des exigences linguistiques des postes, il est maintenant possible d'examiner les hypothèses énoncées dans le Troisième rapport annuel. On peut également, à la lumière, d'une part, de ces chiffres et des déclarations — ou des silences — du gouvernement et, d'autre part, des données obtenues à partir des études spéciales que notre Bureau a entreprises au cours de l'année et du règlement de certaines plaintes, procéder à une première évaluation — forcément partielle — de la situation en fonction de la « mini-stratégie ». Enfin, quelques considérations lacuniques mais néanmoins suggestives sur le recrutement des francophones closent cette section.

Le dernier rapport annuel dans cette série de romans-neuves annonçait, avec peut-être un tantinet d'optimisme, que « l'année 1974 doit être, sous peine de porter atteinte à la crédibilité de la loi, celle où le gros des énergies devrait être orienté vers la question du français langue de travail ». Cette exhortation reposait sur plusieurs hypothèses formulées à partir, principalement, de la résolution du Parlement de juin 1973 et des maigres données alors disponibles. Alarmé par l'inaction endémique du gouvernement au chapitre de la langue de travail, le Commissaire esquisait, à l'intention des linguocrates de la bureau-cratie fédérale, une modeste « stratégie » administrative en cinq points susceptible d'améliorer le sort du français dans le domaine des communications internes et annonçait que son Bureau, dans les études spéciales en cours ou à venir, se préoccuperait davantage de cette dimension fondamentale de la loi.

C. Le français langue de travail et autres objets volants non identifiés

bêtes audio-visuels de toute nature, c'est pousser la perversité jusqu'à vouloir nous faire prendre des vessies pour des lanternes.

rique de leur langue maternelle — et peut-être aussi le nez — pour mieux plonger dans de lents et laborieux dialogues en « langue seconde » —. Il y a quelques années de cela, les militaires de la capitale portaient l'uniforme un jour sur sept, histoire de se remonter le moral et de contenir un embonpoint un peu gênant pour leur maintien; peut-être les fonctionnaires francophones pourraient-ils, à leur façon et sans risquer de perdre la face — leur charité n'en sortirait du reste que mieux ordonnée —, en faire autant, une fois la semaine, en revendiquant plus fermement leurs droits de parler, mais aussi de souffrir (par la bouche des Anglais) dans la langue de leur choix. En dernière analyse, cependant, il faut souligner que des rodomontades de fiers-à-bras ne sauraient suppléer la bonne vieille initiative personnelle. Puisque c'est l'Etat qui paie, comme il se doit, de son temps et de ses deniers, leurs cours de langue, il ne semble pas gratuit de demander aux fonctionnaires de faire un peu mieux la preuve qu'ils ont conscience de leur dette envers les bailleurs de fonds.

Dans la région de la capitale nationale (où travaillaient les trois quarts des diplômés retenus pour notre échantillon), il serait quelque peu indécent de pleurer le sort de ces nouveaux promus des écoles de langue qui déplorent « le manque d'occasions » de pratiquer... leur français, par exemple. Trente-sept pour cent de leurs voisins n'ont-ils pas précisément le français comme langue maternelle ? N'ont-ils pas la chance que la région leur offre justement un choix fort appétissant de programmes radiophoniques et télévisuels, de représentations théâtrales, de films merveilleusement saés et dessalés — sans même parler de ces charmants salons de massage aux baumes biculturals si léchantants —, bref un éventail très riche qui ne leur laisse guère que l'embaras... du choix pour tenter de rentabiliser la foi et les fonds investis en leur personne par un réinvestissement quotidien de quelques minutes.

Le curieux cache-misère que constituent les moniteurs de langue seconde, ces « précepteurs » qui viennent faire la causette avec les mandarins soucieux d'« entretenir » leurs connaissances dans la langue acquise ne saurait habiller décemment la question de l'emploi de la langue seconde dans le travail et n'a pas sa place dans l'appareil d'une réforme linguistique sérieuse. Il faut reconnaître que quantité de diplômés font tout leur possible pour pleinement valoriser les capitaux publics; et il serait injuste de tous les peindre sans exception, ou même en majorité, sous les traits quelque peu caricaturaux de cossards émérites. Mais nous ne croyons pas pour autant verser dans la mesquinerie en signalant au passage que prétendre pouvoir perdre sa langue seconde dans l'Outouais, où fourmillaient les pense-

En contrepoint à ce qui précède, ce serait peut-être le moment — l'absurde n'ayant jamais tué personne — de se risquer à solliciter les francophones d'Ottawa de bien vouloir faire un effort pour parler un brin plus fréquemment... français. Dans le deuxième rapport annuel, nous rappelions que les Canadiens français assez téméraires pour s'aventurer dans leur « capitale nationale » ne devraient absolument pas se cantonner dans le rôle de simples répétiteurs linguistiques des fonctionnaires canadiens anglais. Pourtant, on constate toujours chez eux, surtout parmi les non-Québécois, une fâcheuse tendance à systématiquement rééditer Fontenoy (« Messieurs les Anglais, tirez les premiers ! ») devant des minorités dans les réunions où tout le monde, à une tête de pipe près, cause français. Si l'on veut bien faire entrer dans la caboché des diplômés de français-langue seconde que l'idiome qu'ils ont appris est une réalité canadienne et pas seulement matière à études, il faudra que beaucoup plus de francophones consentent à se boucher une oreille — pour mieux rester sourd au massacre phoné-

certainement pas d'or.

dans une seconde langue si cher payée, le silence qui endort n'est bilinguisme suffisent à convaincre maints diplômés que, tout bien compté, les fantassins de la fonction publique livrer bataille sous la bannière de la belliqueuse, pour la chose langagière de la part des cadres qui envoient que certaines manifestations élémentaires d'intérêt, sinon d'impatience bureaucratique, mais — sait-on jamais ? — il se pourrait tout aussi bien la pollution papérasnière qui obstrue certaines coulisses du pouvoir fort que directives et notes de service à cet effet ne fassent qu'accroître d'attendre quelque réforme durable de sa fidélité fiscale. Il se pourrait acquis et ainsi rendre hommage à la patience du contribuable en droit somme les bénéficiaires de ces cours à respecter un savoir chèrement d'oublier ce qu'on n'a pas eu le temps d'apprendre), ils incitent en tout prix d'une belle peau d'âne en vertu de laquelle on s'empresse et de stimuler l'émulation chez les diplômés, et que, battant en brèche le syndrome du bon point (nous visons ici la diplomatie, cette quête à crates de tous poils et de tous grades se rendent enfin compte qu'il leur intention par le gouvernement. Et il serait grand temps que les linguistes s'est couverte dans les petits camps d'instruction aménagés à son chefs inspirés qui manquent à la troupe, quelle que soit la gloire dont leurs nouveaux talents. Car pour l'instant, sur ce terrain, ce sont les ne pas manquer une seule occasion de mettre en œuvre, sur le tas, insidieusement persuasives pour amener tous les « bilingues certifiés » à faire assaut d'exhortations, de cajoleries et d'autres manœuvres de première ligne qui combattent pour la cause de la civilisation bilingue, guisme, coordonnateurs des exigences linguistiques, bref, ces grognards

l'ingénuité, et l'intégrité, jusqu'à obtenir du Cabinet qu'il nomme un comité d'experts indépendants avec mission d'analyser l'appareil mis au point pour ingérer, et digérer, les malheureux aphones malgré eux de l'Administration.

2. *Enrichissez votre vocabulaire à Hull, ou les bienfaits de l'immersion érotico-sémanitique dans l'orgie audio-visuelle.*

Peut-être nous sera-t-il permis, en attendant que des encéphalogrammes de dernière minute viennent valider ou infirmer ces conclusions provisoires, de suggérer certains remèdes susceptibles d'entraver le sous-emploi endémique du français chez ceux qui viennent de l'apprendre. Bien que parfaitement conscients du fait que ces portions ne pourront provoquer d'améliorations marquantes tant que le français n'aura pas pris le poids qui, dans le travail, lui a jusqu'à présent fait défaut, nous les prescrivons dans l'espoir qu'ils contribuent un tant soit peu au rétablissement d'une santé apparemment compromise.

Pour commencer, la formation aurait avantage à cerner de bien plus près la réalité professionnelle. Il conviendrait donc, en priorité, de prolonger les cours théoriques par un stage pratique dans un service identique ou analogue par le travail à celui du stagiaire, mais utilisant exclusivement ou le plus souvent la langue seconde de l'intéressé, lequel pourrait ainsi non seulement préserver ses connaissances grammaticales et sa facilité d'expression, mais encore assimiler, comme par osmose, quantité de précieux vocabulaires techniques propres à sa profession. Sans compter qu'il aurait aussi l'occasion d'apprendre à mieux comprendre la mentalité et les méthodes de ses collègues de l'autre communauté.

Dans le cadre de cette « fonctionnalisation » d'un enseignement jusqu'ici trop général, le Bureau des traductions aurait à préparer des lexiques spécialisés à l'usage des divers ministères et secteurs d'activité. Concrètement, cette idée que, soit dit en passant, nous traînons depuis fort longtemps, depuis premier rapport annuel (paru en novembre 1971) pour être exact, permettrait aux diplômés des cours de langue d'injecter quelques stupéfiants subjonctifs psychédéliques à la routine du travail que leurs supérieurs et leurs concitoyens contribuables attendent d'eux. Qui sait ? Cette diversification terminologique pourrait également, couplée à la formation mi-pratique mi-culturelle proposée plus haut pour sanctionner la fin des études théoriques, leur insuffler l'insigne motivation de ceux à qui est donnée la satisfaction de découvrir que la seconde langue qu'on leur a apprise — o mirabile dictu ! — est bel et bien utile au boulot.

Dans un second temps, ceux qui croient aux vertus des prières postopératoires pourraient inviter sous-ministres, conseillers en bilin-

diplômés d'anglais, dont 5 % seulement n'emploient jamais leur langue seconde contre 73 % qui la parlent très souvent et 22 %, à l'occasion. Il sera d'autant plus intéressant d'examiner le profil linguistique—

à tous enseignants, tous honneurs—des cadres de direction (SX) que ces heureux élus occupent les sommets de la pyramide des six catégories établies dans la fonction publique et qu'ils sont à peu près soixante-dix fois plus nombreux à avoir suivi des cours de français que des cours d'anglais. A n'en pas douter, plus d'un haut fonctionnaire francophone aura dû, pour accéder à une dignité si éminente, sacrifier à la tradition et apprendre l'« autre » langue. Mais, outre qu'elle suscite de sérieux soupçons quant au bien-fondé des rumeurs angloissées tenant pour imminent un putsch français à Ottawa, une telle disproportion force à s'interroger sur le degré de bilinguisme dont témoigne l'univers « essixien » quand il s'agit d'accorder un semblant, même faux, d'égalité à nos deux langues officielles. Ne parlons pas de leur emploi, quand seuls 11 % des SX diplômés de français se servent largement de cette langue, 27 % n'y ayant jamais recours. Dans la correspondance qu'ils échangent en circuit fermé, c'est un fait, les mandarins anglophones apposent un rien plus souvent leur griffe à quelque billet libellé par l'un ou l'autre de leurs scribes francophones dans la langue de Molière. Mais pour plaisante et haute en couleur que soit cette touche de dadaïsme politique, elle fait bien peu pour releasser le crédit du français comme langue de travail dans les sphères supérieures de l'Administration, ce conclave jadis honoré — homni soit qui mal y pense — dans l'hagiographie populaire sous le nom d'« Establishment » anglais.

Pourtant (est-ce la foi espoir ?), peut-être est-il prématuré, voire—mieux encore—dépassé, de s'arracher les cheveux devant ces premiers chiffres. Ce serait faire peu de cas du grand chambardement apparentement amorcé, du moins au niveau des mentalités, dans les principes d'organisation et de mise en œuvre de la formation linguistique, depuis notre collecte des statistiques divulguées ci-dessus. Aussi, peut-être conviendrait-il de prier les agnostiques linguistiques d'invoquer Pascal et de prier le Ciel que les données complètes et enfin plus actuelles de l'an prochain exaucent les défenseurs de la foi languagière par des manifestations concrètes des progrès substantiels qu'ils prophétisent, pour les deux ou trois années à venir, sur le front du français — langue seconde.

Disons, pour résumer, que ce serait, de la part des théoriciens et praticiens de la formation linguistique, mal interpréter ces conclusions, d'évidence provisoire, qu'y lire des raisons de mortelle mortification. C'est en effet un pari immense et d'une complexité souvent imprévisible qu'ont engagé les linguocrates d'antan. Et, par leur attitude exemplaire et leurs remarquables innovations méthodologiques, ils méritent un grand coup de chapeau. Bien plus, en matière de pédagogie, le Conseil du trésor et la Commission de la fonction publique ont poussé

Nonobstant les réserves de la CFP, les statistiques qu'elle brasse

à foison, même après simplifications pour les besoins de la cause, ne font que confirmer nombre de craintes des linguocrates et linguophiles. Car si l'on prend en compte la totalité des diplômés, indépendamment des exigences linguistiques particulières des postes qu'ils occupent, force est de constater qu'il y a dix-huit mois, au moment où la majorité des cas ont été informatisés, près de 40 % de ceux qui avaient réussi leurs examens de français ne se servaient jamais de cette langue dans leur vie professionnelle. Environ 51 % la parlaient parfois² et 9 % l'employaient très souvent. Le pessimiste déplorera sans doute que la proportion de ceux qui n'ont jamais recours à leur langue seconde reste si forte; l'optimiste pourra, quant à lui, voir quelques raisons d'espérer dans le fait qu'un tout petit peu moins des deux tiers des stagiaires « certifiés » font appel au français au moins en certaines occasions.

Les chiffres dénotent, par contre, une situation infiniment différente pour les diplômés des cours d'anglais, ce en quoi ils ne font d'ailleurs que refléter la parfaite inégalité qui continue de reléguer le français loin derrière l'anglais en tant que langue de travail « effective » dans la fonction publique fédérale. A peine 10 % de ces agents ne se servent jamais de l'anglais; 25 % le parlent parfois; 64 % l'emploient très souvent.

Si l'on prend pour point de mire les titulaires des postes définis « bilingues » dans notre échantillon, (respectivement 77,6 % et 66,1 % des anglophones et francophones ayant réussi leur stage linguistique), on constate que parmi les diplômés de français, 37 % n'employaient jamais cette langue, 10 % s'en servent largement et 53 % l'utilisent parfois, mais qu'au contraire la tendance s'inverse nettement chez les

1. Sources de garantir l'exactitude des chiffres avancés dans ce chapitre (le tableau V de l'appendice présente l'éventail complet des statistiques sur la question) et la justesse de l'interprétation que nous en donnons, nous les avons vérifiés en collaboration avec la Commission de la fonction publique. Celle-ci préfère, bien sûr, ne pas endosser la paternité des jugements que nous portons; elle tient toutefois à émettre publiquement les réserves suivantes:

- a) « Cette étude repose entièrement sur des données obtenues à partir d'un questionnaire envoyé aux agents de l'Etat par le Secrétariat du Conseil du trésor dans le courant de l'été 1973, alors que, depuis cette époque, le régime linguistique de la fonction publique a été profondément remanié. »
- b) « La totalité des postes de l'Administration ayant été minutieusement définis du point de vue linguistique à l'automne 1973, les tendances en ce qui concerne l'emploi de la langue seconde ont considérablement varié depuis cette date ».
- c) « Fin 1973, le Secrétariat du Conseil du trésor, a établi de nouveaux critères d'admission au cours de langue offerts par la Fonction publique. Ainsi, priorité est désormais accordée aux candidats reçus à des concours pour des postes bilingues et aux titulaires de tels postes. »
- 2. Dans ce contexte et aux fins du présent chapitre, *parfois* (ou à l'occasion) signifie que les intéressés utilisent leur langue première la plupart du temps, *très souvent* (ou largement) qu'ils utilisent leur langue seconde aussi ou plus fréquemment que leur langue première, parfois même exclusivement.

variées qui permettent aujourd'hui aux candidats sérieux d'apprendre le français ou l'anglais comme ce qu'ils sont : des langues vivantes inscrites dans la réalité canadienne. Aussi bien, la question qui vient maintenant à l'esprit porte sur l'emploi que font les fonctionnaires, dans leur travail, des connaissances qu'ils ont acquises aux frais de la Reine.

Depuis deux ou trois ans, nombre d'observateurs de la scène linguistique fédérale s'interrogent au sujet de cette formation; ils se demandent par exemple si, pour la gent impossible, le jeu en vaut finalement la chandelle. Les estimations quant aux coûts de production d'un fonctionnaire certifié bilingue varient largement, car même un bénédictin perdrait son latin dans une telle pléthore de statistiques. Quel qu'en soit le prix de revient unitaire, il faut espérer que les bénéficiaires de cet enseignement feront de leur seconde langue un usage quantitativement raisonnable dans leur travail au profit de ceux qui paient la note, voire les pots. Après tout, c'est quand même à eux, les contribuables, de donner la note pour le concert qu'ils sont censés entendre, celui d'un bilinguisme fonctionnel. Et ce n'est guère en ap prenant — mettons le français — comme langue seconde et en jouant les chic types dans les papotages de la pause-café qu'on réalisera cet objectif plein de bon sens.

1. Esquionzè moa : I think I left my French back at language school

En égard au doute presque épidémique, qui menace à court terme de tourner au scepticisme le plus foncier, il paraît utile d'examiner quels dividendes nous valent nos frais (et moins frais) émolus des écoles de langues, en se plaçant du point de vue des progrès accomplis vers l'égalité de statut du français et de l'anglais (dans les services au public comme dans le travail) visée par la Loi sur les langues officielles. Au début de 1975, notre Bureau a lancé une enquête globale, dont le questionnaire extrêmement détaillé devrait produire les données lui permettant de broser, dans le rapport de l'an prochain, un tableau aussi complet que précis des tendances en matière d'utilisation sur le tas des deux langues parmi les diplômés qui auront l'amabilité d'y répondre. Nous pouvons cependant, dès à présent, en confrontant les imprimés d'ordonnateur de la CFP (responsable de l'organisation des cours de langue) avec ceux du Conseil du trésor (administrateur de la politique des langues officielles du gouvernement au sein de la fonction publique), nous faire une petite idée de ce que sera ce tableau, même si l'esquisse ainsi tracée est sujette à caution en raison des profonds changements intervenus récemment. Ainsi, nous avons des chiffres pour 4 134 diplômés (à quel-que niveau que ce soit, 2 483 en français et 1 651 en anglais), sur les 6 651 employés fédéraux qui ont subi « avec succès » les examens des écoles de langue, de 1968 à août 1974.

Commission de la fonction publique puisse, sans compromettre sa vertu raison dans l'intérêt du citoyen et du contribuable. D'autre part, collabore plus étroitement, chaque fois que cela en vaut vraiment la peine, avec les puissances linguistiques établies de plus longue date dans l'enceinte de la Commission, entre autres la Direction du perfectionnement, car un bon diplomate doit savoir que tous les Paris ne valent pas une messe.

Nul doute que le coordonnateur devra poursuivre sa guérilla en faveur de la généralisation de tests linguistiques plus précis. Pourtant, si l'on en juge par le dur labeur qu'en compagnie du Conseil du trésor, il a dû fournir pour doter le Cabinet d'une politique de la langue de travail, la vraie gageure qu'il lui faudra soutenir, ce sera d'insuffler vigueur et cohérence aux multiples facettes de l'activité linguistique de la Commission. On ne saurait certes accuser la CFP de n'avoir rien dans le ventre ou dans la tête quand il s'agit de langue; mais Rommel lui-même ne pouvait se passer d'un chef d'état-major. Aussi, maintenant que la Commission de la fonction publique s'avance au bras, sinon au pas, du Conseil du trésor, peut-être les partisans d'une réforme réfléchie et juste sont-ils en droit d'escamoter une guerre éclair dont les deux camps sortiront vainqueurs.

B. Les cours de langue — Foin du bilinguisme de salon; le vrai danger, c'est que l'on confine le français à la pause-café

Depuis quelques mois, dans notre bonne capitale, circule, de bouche à oreille, certaine rumeur à sensation sur le privilège superflu que procureraient à la fine fleur fédérale les délices du « bilinguisme de salon ». Ces charmantes fredaines dont nous avions déjà eu vent en janvier 1973 puisque nous en parlions, non sans compassion, dans notre deuxième rapport annuel, consistent, rappelons-le, en cours de langue offerts sans bourse délier aux gracieuses épouses de nos hauts fonctionnaires qui, en devant y afficher une douce moité, de préférence bilingue, se trouveraient handicapés dans leurs évolutions sentimentales sur le manège politico-diplomatique. Assurément, l'apprentissage des langues, dans les hauts lieux du fédéralisme, mérite mieux que de se voir affublé d'ordres agaçants ne recouvrant d'autre réalité que de tels « raffinements » si marginaux et faciles à railler.

Les cours de langue qu'offre l'administration fédérale à ses agents constituent l'une des pierres angulaires de la réforme linguistique entre-prise au Canada. Il a fallu du courage pour les instituer en 1964, et de l'imagination pour affiner les techniques d'enseignement novatrices et

risme. Pour le moment, nous nous bornerons ici à préciser en termes simples mais généraux la fonction du coordonnateur et les paris qu'il lui faudra tenir.

En matière langagière, le coordonnateur est à part entière le tracassier officiel de la Commission de la fonction publique, au sein de laquelle il a, avec un tact qui ne le cède en rien à l'efficacité, commencé à rassembler des rénes auparavant tenues par des mains éparses. Il a charge de renseigner, jour après jour, le président et les deux commissaires de la CFP sur les triomphes et désastres qui se profilent à l'horizon de domaines jouxtant peu ou prou la chose linguistique. A ce titre de conseiller en politique des langues officielles auprès la troïka de la Commission, il lui appartient de collaborer avec le Conseil du trésor à la préparation et au « déparasitage » des mesures concrètes qu'impliquent ses propositions. Au sein de la Commission elle-même, il lui faut s'efforcer de mettre, et de maintenir, sur la même longueur d'onde un certain nombre d'activités parallèles — parfois jusqu'au cloisonnement (le recrutement et la formation notamment), et de promouvoir une coopération méthodieuse avec les ministères fédéraux, les syndicats et les autorités provinciales, ou du moins d'éliminer tout méli-mélo. Concernant la formation linguistique, il lui faut s'assurer que la Commission, après avoir défini convenablement le niveau des connaissances de l'autre langue indispensables dans quelque 288 000 emplois de l'Administration, organise des tests appropriés de langue seconde, les corrige et en communique les résultats aux candidats dans des délais raisonnables, en offrant aux intéressés une procédure de recours satisfaisante. A plus long terme, il doit suivre l'évolution et évaluer les progrès du bilinguisme dans l'optique du devoir d'impartialité qui incombe à la CFP en matière d'embauche et d'avancement. Enfin, c'est à lui qu'il revient de transmettre au public et aux agents de l'Etat, sans trop la déformer ni crier au loup, l'information prouvant la justesse de la politique de la CFP, qui devrait lui valoir la pragmatique sanction d'une histoire bienveillante.

Disons pour résumer que le coordonnateur concentre entre ses mains la plupart des activités linguistiques de la Commission de la fonction publique, jusque-là dispersées à des vents peu propices au changement. De tous les domaines importants, n'échappent à la mouvance de cet impérialisme bureaucratique enfin affirmé que la formation et la dotation en personnel, forteresses que seuls d'encore plus forts barons pourront investir. A l'aube de 1975, le coordonnateur avait affronté une certaine d'hommes, répartis selon une impressionnante logique. . . en trois divisions.

A l'heure qu'il est, nonobstant certains coups d'éclat dignes d'un Kissinger voué à la paix intérieure de la CFP, le coordonnateur doit faire face à deux grands problèmes. D'une part, préserver le climat de complicité constructive instauré avec le Conseil du trésor afin que la

sessionnel de grand consolateur et accommodateur des fonctionnaires anglophones au long cours. Tout cela était bel et bon, mais pour tout dire, en langage diplomatique, « sujet à quelques légers contretemps ». Car s'il est une chose qui a subi un contretemps autrement plus fâcheux, c'est bien la création d'une structure, d'un environnement aussi naturelle-ment propice à l'épanouissement professionnel des Canadiens de langue française qu'à celui de leurs collègues anglophones. Nous y reviendrons. Il n'en demeure pas moins, sur un plan plus général, en matière d'ob-jectifs à long comme à court terme, que le Conseil du trésor devra, à l'instar du Président Ford, passer maître en l'art de marcher tout en mâchant du chewing-gum. Et nous ne doutons pas un seul instant qu'il y parvienne, bien entendu.

2. *La Commission de la fonction publique : « Merit Story » (le mérite, c'est n'avoir jamais à dire qu'on est bilingue)*

Voilà plus de deux lustres que la Commission de la fonction publi-que, sentinelle du Parlement qu'alerte la moindre rumeur de népotisme ou de favoritisme aux portes de l'Administration, s'adonne à la tâche excitante d'accorder deux grands thèmes, le principe du mérite et le respect des deux principales langues canadiennes. Dans leur souci d'har-moniser les compétences linguistiques et professionnelles, cet organe directeur et, au premier chef, son président se sont distingués par leur intrépidité dans l'innovation et leur singulière bravoure au feu. Mais il a fallu attendre les premiers mois de 1974 pour que la CFP se décide à mettre bon ordre dans son cantonnement administratif afin d'y mieux loger nos deux langues à la même enseigne.

Dans sa résolution sur les langues officielles de juin 1973, le Parle-ment avait clairement laissé entendre que la Commission de la fonction publique et le Conseil du trésor devraient, en faisant route sur le même tandem, entretenir des rapports d'une intimité plutôt louches aux yeux de certains puristes à tout crin de la constitution, les liens de ces organismes avec respectivement le législatif et l'exécutif les empêchant en principe de se mettre trop ouvertement en ménage, même à deux. Des lors, incitée à l'inceste administratif, la Commission se voyait dans la nécessité de veiller à la respectabilité, bien plus encore à l'harmonie, de l'union ainsi contractée, et donc de confier à un bureau central la majeure partie de ses responsabilités linguistiques. C'est chose faite depuis la création, l'an dernier, du Bureau du coordonnateur des langues officielles.

Par sa mise à nu de la Commission quant à son rôle dans une bilinguisation réaliste de la fonction publique, le chapitre II laissera percer une curiosité du détail, peut-être légèrement teintée de voyeu-

être croire, littéralement.) Il faut espérer que la politique formulée et suivie par le Conseil portera résolument et bien haut la bannière bilingue, et qu'il ne se retranchera pas derrière les prétextes rituels de surcharge traductionnelle, d'absence d'uniformité terminologique et autres salmigondis interministériels qui ont jusqu'ici bien trop souvent occulté l'étoile bilinguante d'Ottawa dans l'esprit des Canadiens.

C'est une réforme potentiellement plus profonde que peuvent engendrer les nouveaux dispositifs du Conseil du trésor. Maintenant que le SILO met à la disposition des linguocrates un instrument précis d'évaluation des réalisations linguistiques de chaque ministre, on est en droit d'attendre du Conseil qu'il intervienne pour orienter et diriger le mouvement avec une plus grande autorité que par le passé. Voire qu'il trouve le temps d'user de son imposante force de frappe budgétaire et gestionnaire pour amener les ministères à faire preuve de plus d'empressement dans leur mise en œuvre de quelque deux mille recommandations que leur a déjà adressées le Commissaire. Pour donner du mordant à ses activités de suivi, ce dernier ne peut en effet invoquer que la douce terreur de l'opprobre. Aussi se réjouirait-il (et peut-être le contribuable avec lui) que le Conseil du trésor daigne plus souvent mettre à profit ces outils d'améliorations systématisées et ponctuelles que constituent les cinquante et quelques études spéciales réalisées par le Bureau pour le compte du Parlement. Force lui est, pour l'instant, de penser que le Conseil du trésor, se souciant comme d'une guigne de ces volumes, bien prosaïques certes mais qui garnissent tout de même plusieurs rayons, ne se met guère martel en tête pour vigoureusement convier les administrations à procéder aux réformes les plus criantes.

Peut-être ces murmures de déception ne font-ils que refléter le classique dépit de l'amoureux transi; quoi qu'il en soit, toutes questions de susceptibilités et de subtilités constitutionnelles mises à part, et conscient de l'extrême faillibilité de ses services, le Commissaire est d'avis que ce serait, pour le Conseil du trésor, contribuer au succès de la cause réformatrice épousée par le Parlement, voire, en prime, alléger la note du bilinguisme, que de presser le mandarinat à suivre ou appliquer les ébauches du « traitement préventif » recommandé par le Bureau. Le Commissaire se doit, bien sûr, de poursuivre son harcèlement amical des ministères au sujet de l'avenir (et du passé) des recommandations et d'en communiquer les résultats au Parlement, mais le Conseil pourrait à l'occasion, au hasard des cajoleries qu'il leur prodigue de son Olympe, demander aux hiérarques s'il lui faudra continuellement réinventer la roue, à défaut d'y pousser.

Disons, en résumé, que le Conseil du trésor a beaucoup fait, et qu'il lui reste encore beaucoup à faire. Ne serait-ce qu'il y a quelques mois, il semblait toujours vouloir se cantonner dans le rôle quasi ob-

Si nos précédents rapports n'étaient pas tendres pour les programmes d'information gouvernementaux, rien cette année, nous le verrons plus loin, ne justifie que l'on vire de la diatribe au dithyrambe. Il faut toutefois remarquer que le Conseil du trésor a largement contribué par ses actes, sinon par le style — toujours aussi laborieux —, à ancrer la Loi sur les langues officielles chez les cadres moyens et supérieurs de la bureaucratie fédérale. D'une part, l'assistance fournie aux ministères lors de la définition des exigences linguistiques de chaque poste, ouvrage de longue haleine infiniment complexe, a fait comprendre à maint administrateur, de l'Atlantique au Pacifique, qu'il fallait cette fois voir autre chose dans l'agitation du Conseil du trésor que les lointaines foudres oiseuses d'une clique outaouaise de cachochymistes cloîtrés dans leur tour d'ivoire; le Conseil, par sa collaboration journalière à cette tâche d'un an et son empressement ferme mais éclairé à servir de guide et de conseiller, a du moins réussi à convaincre les états-majors ministériels de l'applicabilité de la Loi et de son caractère irréversible. D'autre part, sa division de l'information a pris en main l'initiation de certaines d'agents de l'Administration aux arcanes volup tueux du SILO et des directives de l'organisme; rivalisant d'ardeur avec les plus militantes des féministes, le Conseil met en œuvre dans ses séances de sensibilisation un arsenal de films, diapositives, troussees et tracts d'une sophistication à faire pâlir le spécialiste et frémir le profane.

Outre ces premières mesures d'exécution de la résolution parlementaire, le Conseil du trésor s'affaire à mettre sur rails (peut-être était-il grand temps qu'il le fasse) deux autres programmes à long terme : la bilinguisation des « aspects visuels » et le contrôle des progrès d'en semble réalisés dans l'application de la Loi.

D'une certaine manière, la bilinguisation des imprimés, écrits, panneaux et inscriptions en général, ce n'est guère qu'un ravalement de façade. Mais quand c'est plus de cinq ans après l'adoption de la Loi sur les langues officielles qu'elle intervient, elle peut dangereusement inspirer le doute quant à d'autres réformes plus substantielles. Si le gouvernement a tant de mal à régler des questions aussi matérielles, et souvent fort simples, de modification linguistique, on se demande alors comment il compte venir à bout des problèmes de personnel, infiniment plus complexes et délicats. Ainsi donc, au risque d'être taxé de superficialité, le Conseil du trésor est enfin entré en méditation sur une politique de bilinguisation de la panoplie visuelle dans les services publics. Il se propose de commencer par la région de la capitale nationale pour l'implanter ensuite au Québec, puis dans ses propres « zones bilingues » (à ne pas confondre avec les « districts bilingues » dont le Cabinet annoncera un jour, ou peut-être une nuit, la création), et l'étendre enfin progressivement à tout le pays, selon les besoins. (Comme quoi dans le contexte de cette Loi, voir, ce peut fort bien

d'ordre professionnel trop souvent abandonnées au vain vent de la rumeur publique. Et bien qu'il laisse subsister quelques zones sombres, un fascicule au titre affriolant, *Les langues officielles et vous*, destiné aux agents de l'État, a, de la même façon, levé un tantinet des nuages lourds d'angoisse.

En troisième lieu, le Conseil du trésor s'est pris à manifester certains égards pour le français langue de travail. Les traits décochés aux institutions dans nos rapports des deux dernières années visaient précisément la cuirasse d'indifférence complaisante contre laquelle butait ce prolongement essentiel de la Loi. C'est pourtant là, à bien des titres, la clé, voire la pierre angulaire, d'une administration véritablement capable de servir le public dans les deux langues officielles. Plus avant dans le présent chapitre, nous toucherons un mot, en affichant si peu d'ostentation dans le pessimisme, de cette politique qui, au terme d'une gestation des plus douloureuses, serait, à en croire la rumeur, en passe de ravir à notre rapport la dernière page des journaux.

Il est en outre encourageant que, dans leurs rapports avec les syndicats, les organismes centraux soient venus à résipiscence de leurs mauvaises manières de naguère. Il y a seulement cinq ans, quatre, ou même trois, le gouvernement, en perdant de vue que pour servir le public, il faut peut-être bien des fonctionnaires, manifestait en effet une fâcheuse tendance à compliquer la difficulté prévisible qu'il aurait à rallier ses employés derrière l'étendard de la réforme. Tel les sorcières de Macbeth, il concoctait, d'ordinaire dans un réflexe fébrile d'autodéfense, une décoction fumante de fumeux éclaircissements, dont il abreuvait généreusement et sans crier gare le gosier à vif de ses agents, après quoi il s'étonnait de leur échauffer la bile. Ces deux dernières années, le Conseil du trésor a néanmoins réussi à établir discrètement des relations suivies avec les syndicats en institutionnalisant la concertation dans la réforme. L'organe permanent de ces consultations, le Comité des langues officielles du Conseil national mixte, sanhédrin fort civil qui regroupe la direction des administrations et des principaux syndicats, s'efforce d'urbaniser le champ clos de la lutte des classes. C'est ainsi qu'à maintes reprises, il a pu faire valoir les vues des employés pour infléchir utilement le tracé de la politique et, partant, assurer rapidement aux options retenues l'appui des dirigeants syndicaux. Un travers partiellement compréhensible subsiste cependant : la préoccupation essentielle du Comité semble encore être les « tourments » et « soucis » des anglophones (qui, il est vrai, occupent toujours environ les trois quarts de la fonction publique). Comme la résolution parlementaire de juin 1973 et les directives qui suivirent n'ont pas ménagé le baume à ces cœurs écorchés, il faut espérer qu'on va maintenant prendre au sérieux les difficultés non moins grandes, mais tellement plus tues, des fonctionnaires de langue française.

tion du verbe en actes. L'année écoulée a donc vu la plus éminente équipe de linguocrates fédéraux (le groupe « go-go » pour les copains) s'atteler à la tâche avec autant d'enthousiasme que de ténacité. Et, hormis sa renaissance, tel le Phénix, des cendres de précurseurs moins puissants, un des titres de gloire, et non des moindres, de cet auguste aérorage est peut-être la vigueur qu'il a déployée pour donner vie à la

résolution parlementaire de juin 1973.

C'est autour du SILO (Système d'information des langues officielles), portrait-robot tout juste informatisé du personnel de l'État, que s'articulent tous les mécanismes de gestion mis en place par le Conseil du trésor. Grâce à cet inventaire constamment réactualisé des quelque 288 000 emplois de la fonction publique, les administrateurs disposent, — en principe et pour la première fois —, de renseignements factuels sur les exigences linguistiques de chaque poste. À partir de données de cette qualité, le Conseil du trésor, la Commission de la fonction publique et les ministères devraient pouvoir atteindre à une précision sans précédent dans la planification, les programmes, les budgets et l'analyse. Le SILO permet, par exemple, de déterminer :

- le nombre et la localisation des postes bilingues nécessaires à l'observation de la Loi tel que le gouvernement la conçoit en matière de langue de service et de langue de travail,
- la proportion de postes bilingues, unilingues et « hermaphrodites » (pour lesquels la langue est indifférente) dans tel ou tel service de tel ministère,

- le choix des étudiants en langue, et l'ordre de priorité à appliquer,
- les employés à qui il convient de faire subir un examen de connaissances linguistiques,

- le moment et le lieu où il faut prendre certaines mesures ou fournir certains instruments de travail pour vraiment réaliser les objectifs de la Loi,

- le nombre et la localisation exacte des postes parallèles nécessaires pour assurer l'interim de titulaires suivant des cours de langue et garantir par là-même la qualité des services au public.

Encore ne sont-ce pas là toutes les armes que le SILO offre au Conseil du trésor pour, au-delà de la promotion de la réforme, soigneusement en mesurer les progrès.

Fondée sur les réflexions du SILO, la déclaration faite devant les Communes, le 21 novembre 1974, par le président du Conseil du trésor contribue fort, elle aussi, à la clarification du débat public. Assorti de statistiques sur la ventilation des postes unilingues, bilingues et « hermaphrodites », ce document a permis au Parlement, à la presse et au citoyen de se prononcer en toute indépendance sur plusieurs questions

1. COLA, abréviation de *Canada's Official Languages Act* (Loi sur les langues officielles du Canada) et QOLA, abréviation de *Quebec's Official Language Act* (Loi sur la langue officielle du Québec).

Le mandat du Conseil n'a pas changé depuis qu'en 1973 il a créé, au sein de son Secrétariat, une direction à part entière chargée des langues officielles. Sous l'autorité d'un sous-secrétaire, environ 75 employés y travaillent à « élaborer et diffuser les politiques et les programmes du gouvernement fédéral visant à l'application de la Loi sur les langues officielles à l'intérieur de la fonction publique ainsi qu'[à] surveiller leur mise en œuvre et évaluer leur efficacité. » Bref, c'est le Conseil du trésor qui, au nom du gouvernement, orchestre la traduc-

la réforme linguistique. des mesures promises en matière de bilinguisme visuel et suivies de concrétiser la résolution parlementaire de juin 1973 et quelques-unes tion des langues officielles, les dispositions préliminaires prises pour sur ses réalisations et ses objectifs, de rappeler le mandat de sa direc- Peut-être serait-il opportun, avant de hasarder un propos succinct

passablement éventé de la Loi sur les langues officielles. enfin insufler, dans la fonction publique, une certaine réalité au mythe lois droit aux louanges : il s'est inventé un instrument de gestion pour le vin du bilinguisme. C'est qu'en effet le Conseil a pour la première gardent cependant de prêter au Conseil l'intention sournoise de baptiser être contre le succès sournois de moins capiteux breuvages; qu'ils se darins amateurs de gin-tonique ou de Campari-soda s'insurgeront peut- dans les lois fédérale et provinciale, sinon dans les langues. Les man- du trésor a lancé (en anglais) ses deux colas,¹ pour mieux s'y retrouver cielle (plus tendrement célébrée sous le nom de Bill 22), le Conseil talins. Le Québec s'étant récemment donné une loi sur la langue offi- a régale les amateurs d'une nouvelle ribambelle de cryptogrammes cris- Le Conseil du trésor, fameux accoucheur d'acronymes accrocheurs,

1. Le Conseil du trésor : place à la génération Pepsi !

fabriquer des bous émissaires. vraiment moins prolifique, il devient toutefois un peu plus facile de sion de la fonction publique. Si la famille des linguocrates n'est pas personnel de plus en plus intimes : le Conseil du trésor et la Commis- accomplies par deux organismes centraux de gestion et de dotation en année, quelques coups de pinceau suffisent peut-être à fixer les prouesses bier brumeux des compétences. Que l'apprenti Gauguin se rassure, cette démenant à qui mieux mieux mais pas toujours en chœur dans le bour- ment que croquer le portrait d'une demi-douzaine d'administrations se

PETIT CATALOGUE D'IDÉES REÇUES... PARFOIS
CHIC, SUR UN PEU TOUT ET RIEN

Perpétuant la tradition aussi brute et rosse que récente de nos rap-
ports annuels, l'un des chapitres propose au lecteur une balade en bateau
le long des berges du bilinguisme. Aux gens trop affairés (ou pas assez
troubés par les innombrables pavés qui jonchent les évaluations des
performances de chaque ministère, cette flânerie au hasard d'une demi-
douzaine de parcours parfumés d'une saine curiosité inspirera peut-être
une ou deux questions utiles à retenir, ou à reposer, dans les mois
à venir.

Nonobstant toute la conscience mise dans les recherches qui le sous-
tendent, nulle part, le présent rapport ne prétend à l'infailibilité ou
à l'exactitude scientifique, un simple coup d'œil suffira à le confirmer, et
ce premier chapitre, moins encore que ses successeurs, ne se targue d'y
parvenir. Les propos qui suivent relèvent pour ainsi dire de la cènes-
thèse, ne faisant qu'enfler avec prudence des impressions, certes hau-
banées par les meilleures données que la cajolerie et la piraterie bureau-
cratique puissent aisément subtiliser, mais des impressions quand même.
« Un homme averti en vaut deux », dont un au moins, espérons-le,
bardé d'une bonne dose de scepticisme indulgent.

A. « *Vade retro, Bureaucratia !* » de clamer le Conseil du trésor et la
Commission de la fonction publique. (*Un zeste d'inceste au sein des
saints*).

Quiconque s'essayait jusqu'ici à brosser le tableau de la jungle
du bilinguisme dans la bureaucratie outaouaise ne pouvait faire autre-

dans leur langue en maints endroits du pays, sur les réseaux de transport de l'État et dans les bureaux de poste notamment. Bien plus, il n'est pas jusqu'en certaines régions du Québec qu'ils n'éprouvent d'extrêmes difficultés à exercer leur droit de travailler en français pour l'administration fédérale. Ainsi, en 1974, abstraction faite de ceux que l'on appelle « bilingues » et « hermaphrodites », à peine 11,8 % des 124 799 postes pourvus dans tout le Canada conformément à la Loi sur l'emploi dans la Fonction publique n'exigeaient que la connaissance du français, comparativement à 62,9 % pour lesquels l'anglais suffisait; face à une telle inégalité dans les emplois offerts par l'État, « l'égalité des chances » ne risque-t-elle pas d'être mise au rancart, parmi les accessoires d'une rhétorique de vœux pieux ?

Cela signifie, en deux mots, que les prophéties des corybantes qui convoient la Loi sur les langues officielles comme un crime de lèse-majesté à l'encontre du droit divin reconnu à l'anglais de régner aujourd'hui comme hier et demain sur l'univers sorti des mains du Créateur trouveront bien peu créance dans ce rapport, lequel ne fera, hélas, par ailleurs que conforter ces mécréants qui mettent en doute la volonté du gouvernement de promouvoir, sérieusement et à un rythme raisonnable, une réforme élémentaire et humaine de la vieille chapelle pour réparer les abus de l'histoire.

En conclusion, qu'il nous soit permis de confesser un zèle rien moins que surprenant dans notre cas : le rapport dit « annuel » que le lecteur a en mains porte en fait sur les vingt et un mois qui séparent le 1^{er} avril 1973 du 31 décembre 1974. Pareille liberté à l'égard de la liturgie administrative ne manquera pas, nous en avons conscience, d'offusquer certains puristes constitutionnels qui réglet leurs actes de vie, d'amour et de mort à l'horloge de l'année financière; mais il nous a semblé utile, ce faisant, de rattraper pour ainsi dire l'année civile en cours de route et d'en faire à l'avenir, plutôt que de l'autre, le cadre de nos rapports, de manière à pouvoir dorénavant déposer notre fiel et nos fleurs aux portes du Parlement dans les trois mois qui suivent la fin de la période examinée.

Ainsi nous sera-t-il peut-être donné de mériter, outre les reproches parfois rassurants de trahison et de messianisme dont on nous gratifie à l'occasion, l'accusation d'une ponctualité un peu plus à la page.

Rien dans la Loi sur les langues officielles, que je sache, n'oblige les parlementaires à ingurgiter chaque année une brique aussi lourde que le dernier rapport. Sans doute ce pesant spicilège ne pouvait-il prétendre être le florilège lyrique réellement idoine pour alimenter les réveries d'hommes d'Etat cheminant, en promeneurs solitaires, au gré des layons de la Gatineau; à défaut de cet honneur, avec ses trois livres et douze onces (1,701 kg ?), il a en revanche fait merveille, aux dires de certains, ici comme butoir de porte, là comme presse-papier, ailleurs comme serre-livres des plus originaux.

Cette année, mes collaborateurs et moi-même, nous sommes efforcés d'allier concision et commodité, dans l'espoir d'ainsi prêter quelque secours à nos ministres et hauts fonctionnaires tout occupés à faire écho, par un engagement personnel plus dynamique, des directives plus constantes et des contrôles plus rigoureux, aux exhortations que leur prodigue au nom de la Loi le Parlement. Avec l'intention aussi, du reste, d'apporter au moulin des don Quichotte qui affrontent ces Princes qui nous gouvernent (ou des Sancho Pança ministres qui attendent patiemment derrière eux) une eau charriant suffisamment de ce bois dont on fait . . . les lances.

Il est vrai que, d'une année sur l'autre, en dépit des vents et marées que l'on sait, on perçoit, *a mari usque ad mare*, une insensibilité mais infrangible amélioration du climat linguistique, moins lourd de préjugés qu'auparavant; voilà qui, de pair avec le relâchement des tensions qui agitaient la fonction publique, devrait encourager les tenants d'un Canada équilibré et civilisé.

Une certaine morosité semble néanmoins devoir rester de rigueur devant la lenteur des progrès concrets. Trop souvent encore, en effet, nos concitoyens francophones continuent à se voir dénier des services

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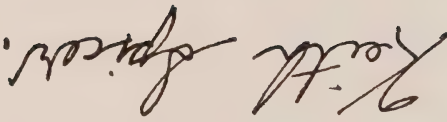
Monsieur le président
de la Chambre des communes
Ottawa

Monsieur le président,

Conformément à l'article 34(1) de la Loi sur les langues officielles, je sou mets au Parlement, par votre intermédiaire, ma quatrième déclaration annuelle relative à l'exercice de mes fonctions en vertu de cette loi, déclaration qui se rapporte à la période allant du 1^{er} avril 1973 au 31 décembre 1974.

Je vous prie d'agréer, Monsieur le président, l'assurance de ma très haute considération.

Le Commissaire aux langues officielles



Mars 1975

Madame le président
du Sénat
Ottawa

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Le Commissaire aux langues officielles

Keith Spicer.

Mars 1975

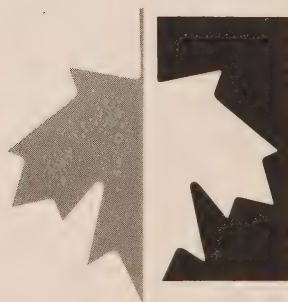
COMMISSAIRE AUX LANGUES OFFICIELLES
Ottawa KIA 0T8
Tél. (613) 996-6368

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Information Canada
Ottawa, 1975

N° de catalogue SF1-1974

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